

# CREDIT CARD AUTHORIZATION FORM

Thank you for choosing **Monarch Health and Wellness LLC** for your mental health needs. We are committed to providing you with exceptional care, as well as making our insurance billing processes as simple and efficient as possible. Some insurance plans require deductibles and co-payments in amounts not known to you or us at the time of your visit.

To streamline our billing and payment system and to provide a seamless, convenient and secure way for patients to pay their bills, Monarch Health and Wellness LLC will require all patients keep an active credit card on file with us. Your card on file will be used automatically on the day of service prior to your appointment to collect any copay, deductible, coinsurance, or cash pay rate if not utilizing insurance for you. We will bill your insurance company first and upon their determination of benefits, we will only charge your credit card when they inform us of patient responsibility. Circumstances when your card would be charged include but are not limited to: missed or cancelled appointments without 48-hour notice of cancellation, missed co-payments, deductible and co-insurance, paperwork preparation fees, any non-covered services and/or denial of services, including the initial psychiatric evaluation.

Once your insurance has processed your claims, they will send an Explanation of Benefits (EOB) to both you and our office showing the amount of your total patient responsibility. You will typically receive the EOB before we do, so if you disagree with the patient responsibility balance owed, it is your responsibility to contact your insurance carrier immediately.

When we receive the EOB, we will enter all pertinent payment information into our system. At that time, any remaining balance owed by you will be charged to your credit card and a copy of the charge will be sent to you. If the credit card we have on file for you changes, please notify your clinicians IMMEDIATELY by phone or email. It is not uncommon for people to change or cancel their credit cards for various reasons, including when a credit card expires. That is quite understandable. ***If we run your credit card and it is denied for any reason, we reserve the right to charge an additional \$25 declined card fee if we are not able to run a new credit card within 7 days.***

We will contact you or leave you a voice message on the phone number you provided for us, asking you to give us a call with the new credit card information right away. We will enter the new credit card number into your file, and that will become your new card on-file, subject to the same financial policy as the card you gave us in-person when you were in our office. You may also call the office or utilize your patient portal to update your credit card information at any time.

If there is a problem with your bill/claim and it is brought to our attention after your credit card payment processes, we will investigate it and if we owe you the money, we will refund it to the same card in a timely manner. We understand that there are legitimate reasons that you may not have a credit card. If this is the case, you are welcome to leave an HSA (Health Savings Account) or Flex Plan Card on File. You may also pay for the visit with cash.



By signing below, I agree to all of the Monarch Health and Wellness LLC Credit Card on File Policy and I authorize Monarch Health and Wellness LLC to keep my signature and a valid credit/debit card number securely on-file in my account.

I allow Monarch Health and Wellness LLC to automatically charge my credit card for any outstanding balances. These may include: insurance denials for ANY reason (including no referral on file); missed or cancelled appointments; deductibles; co-insurances; partially paid claims, paperwork fees. Missed or cancelled appointments without 48-hour notice will be charged the full no show fee of \$150 for the initial psychiatric evaluation and \$75 for medication management follow-up appointments.

If the credit card that I give today changes, expires, or is denied for any reason, then I agree to immediately give Monarch Health and Wellness LLC a new, valid credit card which I will allow them to key-in over the phone. Even I agree that the new card will still be subject to the financial policy listed here and may be used with the same authorization as the original card which I presented.

I understand that I am responsible for payment for all medical services provided to me by Monarch Health and Wellness LLC. I understand that my insurance may deny or delay payment for these services or only partially pay them, and I agree to allow Monarch Health and Wellness LLC to immediately charge my credit card on file for the balance if that happens. I understand that this form is valid until I cancel this authorization through written notice.

**Please complete all fields. You may cancel this authorization at any time by contacting us.**

This authorization will remain in effect until cancelled.

CREDIT CARD INFORMATION	
Card Type	<input type="checkbox"/> MasterCard <input type="checkbox"/> VISA <input type="checkbox"/> Discover
Cardholder Name (as shown on card)	
Card Number	
Expiration Date (mm/yy)	CVV Code
Cardholder ZIP Code (from credit card billing address)	

I, \_\_\_\_\_, authorize Monarch Health and Wellness LLC to charge my credit card above for agreed upon purchases. I understand that my information will be saved to file for future transactions on my account.

Customer Signature \_\_\_\_\_ Date \_\_\_\_\_

