

# **MVP Credit Card on File FAQ**

## **How do I enroll to have my credit card stored on file?**

If you log into your child's portal and select "Credit Card on File" from the various portal messages you can review our policy, consent to have your credit card on file and enter your credit card information. Otherwise, when you visit the office, you can complete the form in person.

## **Why did you introduce credit card on file?**

We' are trying to streamline our front desk process and help improve our patient experience, having a credit card on file will greatly help reduce wait time and paperwork. Going forward we can automatically process co-pays and payments.

## **How do I know a payment went thru?**

We will send a receipt to your email after we process your payment.

## **What if I have a large balance?**

We will charge any amount under \$100, for any larger amount we will contact you directly. If you approve the larger amount, we will process the payment. If you cannot pay the sum all at once then we will work with you to set up a payment plan.

## **What if you are concerned you were charged an incorrect amount?**

If you review your email receipt and think there was an error, please call our office. We are always willing to discuss your bill and payments. If any mistake was made, we can correct the error and refund you immediately.

## **What if I don't want to give you my credit card information?**

Hopefully the convenience of having a credit card on file will appeal to all of our families. However, if you have any concerns, we are happy to answer any questions , please contact us during regular business hours.