



Policy: Credit card on file and billing of balances.

What we do:

All* patients are required to have a credit card on file for billing of balances. The patient's insurance will be billed first. After the insurance has issued the EOB with an explanation of the patient's portion, the patient's credit card will be billed. After billing the credit card, the patient will be issued a receipt.

How we do it:

CC information will be given to Sleep Doc Direct staff who will enter it directly into the processing software. Alternatively, patients may upload their credit card information directly via the patient portal. Information is stored securely in the Electronic Medical Record in compliance with PCI standards. Once entered the number is masked in the system, only the last four digits and the expiration date are visible to staff.

Why we do it:

Our primary commitment is to our patients' well-being, which is why we aim to minimize distractions from your care. By having a credit card on file for direct billing of balances, we can allocate our resources and energy solely to your treatment. This approach helps us avoid diverting attention towards collections or chasing balances, ensuring our focus remains steadfast on providing you with the best care. Your cooperation in this matter greatly contributes to our ability to prioritize your health and comfort.

What happens if I decline:

Pt should be aware that our policy of having a credit card on file allows us to provide them with high quality care at a level of speed and service that can not be achieved by other healthcare providers. If patient still declines then they will be provided by our billing department with an estimate of out of pockets costs which must be paid before proceeding. If the cost is greater than they can afford, the billing department may make alternative payment arrangements with the patient. Home sleep testing can be considered once at least 50% of the total amount has been paid**.



*Pts who have pre-paid for all their services on the website do not need to provide a credit card.

** For patients undergoing a wired test, a credit card must be provided without exception.

Last update 12/20/23