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Secure Credit Card FAQ

1) Why do you have a credit card on file?

This is a convenience for our patients and a policy we have implemented to streamline patient billing.

2) When will my card be charged?

a) We bill your insurance.

b) Then we bill you how you request: credit card, debit card, cash, or check.

c) We bill when it's convenient for you: online through our patient portal at www.whg-pc.com, when you call us with your consent, at each appointment, on a specific day of each month, or by mailed statements.

d) If three statements are unpaid and we are unable to contact you, your credit card on file will be charged.

e) We will send any unpaid accounts to collections.

3) When would I be billed if I don't choose one of the options?

If you don't choose an option, and do not pay three months' statements that are mailed to you after your insurance payments are received, we will call you to make arrangements. If we are unable to contact you after five days, we will bill your credit card.

4) Does your staff have access to my credit card?

No. The credit card information is secured to the highest standard, DSS PCI compliant. You may learn about this level of security by visiting Auth.net.

5) Can you accept a debit card?

Yes.

6) Can you accept American Express?

Yes.

7) How often do I need to provide my credit card information?

Annually or whenever your card information changes, i.e.; card number, expiration date, or card type.