

Primary Pediatric Medical Group, Inc.

Oakland Office
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Oakland, CA 94609
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(510) 433-1043 Fax

Castro Valley Office
20126 Stanton Avenue, Suite 200
Castro Valley, CA 94546
(510) 881-4210
(510) 881-4213 Fax

Alameda Office
1332 Park Street, Suite 200
Alameda, CA 94501
(510) 523-3123
(510) 864-1934 Fax

“Easy Pay” Policy

Like many other medical offices, Primary Pediatric Medical Group is implementing a program called *Easy Pay* which will be securely on file with a reputable processing company. This is similar to checking into a hotel or renting a car where the first thing you are asked for is a credit card, which is imprinted and later used to pay your bill.

This will be an advantage to you since you will no longer have to write out and mail checks, give us your credit card number over and over again, or pay that \$10 administrative billing fee for not having your copay at the time of the visit. It will be an advantage to us as well since it will greatly decrease the number of statements that we have to generate and mail out. The combination will benefit all of us in helping to keep the cost of health care down. We are accepting Visa, MasterCard, and Discovery as well as HSA and FSA cards at this time.

Your credit card information will be held securely with Heartland Payment Systems (not at our office and the card information form will be shredded). There will be no processing of your card until your insurance(s) has processed the claim and has notified us of the remaining balance owed by you. As a courtesy, you should receive one statement giving you the option to pay any balance by cash, check or credit card. **If you have not settled your balance after 30 days of the 1st statement date, we will run the card on file for the full family balance.** You will then receive a 2nd statement/receipt notifying you that your card was charged. For your convenience and at your request, copays due at the time of the visit can also be charged to your card on file as well.

Please keep in mind that unless you have an HMO, your insurance company sends to you an Explanation of Benefits (EOB) that outlines any patient co-insurance, deductibles, and balance due. This program will not compromise your ability to make payment.

If you have any questions about this payment policy or need to make special arrangements, please do not hesitate to contact our Business Office at 415-493-3331.

February 2017