

Understanding Your Payment Process

We want to make paying for your visits as simple as possible.

Here's what you need to know about how payments work.

Co-Pay Payments

- If you have a co-pay, you'll get a text message three hours before your appointment asking you to pre-pay.
- This payment does not come out of autopay.
- If you pay before your visit, the system will show it as paid.
- If you don't pay before your visit, the co-pay will move to your balance once your insurance claim is processed.

Your Balance After Insurance (Self-Pay Balance)

After your insurance processes your visit, you may still owe a balance.

If You Are on Autopay:

- You'll get a text letting you know your card will be charged in 5 days, with a reminder 2 days before.
- On day 6, your card on file will be charged.
- If the payment doesn't go through, we'll try again on days 7, 10, and 13.
- After the second failed attempt, you'll receive a notification asking you to update your card.
- If the payment still doesn't go through, you'll be asked to update your card and will start getting paper statements.

If You Are Not on Autopay:

- You'll get a text and/or email with a link to pay your balance the day after it is added.
- You'll get reminders 2 days after the balance is added.
- If the balance is not paid, you'll continue to get messages asking you to pay.
- You can click on the link in the text to see and pay your balance. You may need to enter your last name and birthdate or an access code (included in the link).

Need Help?

If you have any questions or need help with your payment, you can always call the Business Office at 651-379-1704. We're happy to assist you!

