

What is Autopay? Why is it Required?

Patients normally have insurance plans that require either co-pay portions or deductibles. Autopay is a secure system that allows Performance Home Medical to apply the patient's payment from their credit card/check. When a patient sign's up for Autopay they agree to allow patient pay balances for rentals and supplies to be applied to their card/check once the insurance company has determined the balance owed.

How Does It Work?

- It is simple, secure, and saves time. Your payment information is not stored anywhere in our office systems once it is entered into the secure Autopay portal.
- You will receive an invoice via email once your insurance company has paid their portion. This is the balance that you owe. You will have 10 days after the invoice is emailed to contact our Billing Department at 866-905-2455 to change your method of payment or discuss payment plan options.

Information

- In order to move forward with your order, we will need to set up AutoPay.
- To set up AutoPay we will need to save a card to our secure portal. Your card will not be charged until your insurance has processed the claim and has informed us what your co-insurance will be.
- You will receive an invoice from us, roughly 10 days before the card is ran. This will allow you to review the explanation of benefits from your insurance to the invoice.
- If you have any questions/concerns, want to change your payment method or discuss a payment plan, our billing department will be able to assist you.

Who is Exempt?

Medicaid plans