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### Credit Card on File Policy

As you may be aware, the current healthcare market has resulted in insurance policies increasingly transferring costs to you, the insured. Some insurance plans require deductibles and copayments in amounts not known to you or us at the time of your visit. As a result, EFFECTIVE 8/15/2019, we require that all patients need to have an HSA, HRA, credit or debit card number on file with our office.

Similar to hotels and car rental agencies, you are asked for a credit card number at the time you check in and the information will be held securely until your insurance company has paid their portion and notified us of the amount of your share. If there is a balance as stated on your Explanation of Benefits (EOB), you will have 14 days to dispute or alert your insurance company or us to any issue.

We will send you an invoice for the exact amount that is on your EOB.

Then, you have 7 days from our invoice to again call us if there is any issue. We will work with you to try to resolve any issue but can't guarantee compliance by your insurance company.

After 7 days from our invoice date, your card will be charged for any portion you are responsible to pay.

This also allows you to check out easier, faster, and more efficiently as you can simply ask our staff to charge the copay to your 'card on file'. Please be assured that this payment method in no way will compromise your ability to dispute a charge or question your insurance company's determination of payment. If you have any questions about this payment method, do not hesitate to ask.

Billing department: 513-843-7632

Eastside Urgent Care 513-947-9115