

Elmhurst Dermatology

103 N. Haven Rd., Ste. 7, Elmhurst, IL 60126

Dear New Patient,

Welcome! Thank you for choosing Elmhurst Dermatology. We provide expert skin care with the utmost attention, respect and effort in a caring and professional environment. We value our patients and will strive to ensure you receive the highest quality of medical services. The following information is provided to help you with planning your office visits. Please feel free to call for any questions or for additional information.

Clinic Office Hours are:

Monday	11pm-7pm
Tuesday	7am-4pm
Wednesday	8am-8pm
Thursday	8am-5pm
Friday	7am-4pm
Saturday	8am-12pm (occasional)

- If an email address was provided at the time an appointment was set up, your secure Patient Portal has been activated
- For a **FASTER** check in we encourage patients to answer pre-check in Questionnaires by logging on to secure Patient Portal at https://mycw34.eclinicalweb.com/portal3652/jsp/100mp/login_otp.jsp
 - The **Patient Portal** is compatible with **Chrome** browser and you'll need the Username and Password we sent in an email when the Portal was set up. If you don't have it or can't find the email - don't panic- go to our patient portal page and follow these steps:
 - Login to your account by selecting **Using Mobile Phone Option**
 - Enter the details -First/Last Name and Date of Birth
 - Submit
 - Choose the correct mobile number
 - Send the code
 - Enter the code you received via a text message
 - Login
 - To find the pre-check in Questionnaires:
 - On your Portal Dashboard find the Appointments section
 - Click Fill Questionnaire- located on the bottom right hand corner
 - Answer your first questionnaire and Submit Request
 - Go to the second tab/questionnaire, answer and Submit request
 - All Done!
- You will receive an appointment reminder call/text 2-3 days prior to your appointment. We request a 24 hour notice to cancel or reschedule a Monday-Friday appointment. A 48 hour notice is required to cancel or reschedule a Saturday appointment.
- For billing purposes please bring your picture ID, insurance card, and either your social security number or a filled out Credit Card on File form, located on the last page of this document.
- If your insurance requires a referral, please present it at the time of your appointment.
- Handicap parking is available in front of the main building entrance. Additional parking is located on the East side of the building.
- There is an elevator by the main entrance. It is small, but it can accommodate a wheelchair.
- We accept cash, checks and Visa, MasterCard and Discover.
- Co-pays and any balance on your account are due and payable at the time of the appointment.

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Credit Card on File FAQs

Frequently Asked Questions about our Credit Card Policy:

Why is Elmhurst Dermatology requiring a credit card agreement from patients?

This practice will improve efficiency for everyone, and lower total costs of providing service to our patients. It will also allow us to focus our energies on providing dermatologic care, rather than patient billing.

When will my credit card be charged?

As a courtesy to our patients, we submit claims to their insurance within a few days of providing the patient service. Claims are typically settled by insurance companies within 2 – 8 weeks after service was provided. Once a claim is adjudicated, your card will be charged for your portion.

How will I know how much the charge will be?

Insurance typically sends an Explanation of Benefits (EOB) to both the patient and the provider after claims have been settled that explains the contracted fees agreed between our office and the insurance. The EOB also shows whether any of the agreed upon fee must be paid by patient in the form of co-pay, co-insurance, or deductible. At that time, any patient balance is due in full.

What if I do not agree with the patient portion as specified by my insurance?

As the customer of the insurance company, patients can exercise procedures with their insurance for handling disputes as to whether insurance or patient is responsible for a particular fee. These procedures are typically regulated by state governments.

Our office's position is that the patient is ultimately responsible for the cost of the service provided, up to the amount allowed by an insurance plan that our office accepts. We are not a party to disputes involving what portion of payment is the patient's versus the insurance's. Nonetheless, we will provide our expertise to our patients as a resource to help facilitate understanding of what their insurance company communicates to them about their contract.

What if I still do not agree with the charge applied to my card?

Our office's billing staff will review each patient's situation before applying a charge. In the event of any question or issue, please do not hesitate to contact our billing staff or office manager and we will work to resolve it as quickly as possible.

As a last resort, our patients should rest assured that credit card issuers typically have procedures for a cardholder to dispute a charge applied by any merchant. Credit card companies can typically suspend or reverse charges if they determine it was not appropriate.

What if I don't have a credit card, or do not want to participate? Is this mandatory?

Either your social security number or credit card on file is required. Subsequent to your visit a claim will be processed thru your insurance. Any remaining balance (resulting from deductible, co-insurance, etc.) is then billed to you. Obtaining your security number or credit card helps avoid any financial issues

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In our efforts to continuously improve our patient service and office efficiency, you will be asked for a credit card number at the time you check in. That information will be held securely until your insurances have paid their portion and notified us how much, if any, is your portion. **Any remaining balance after insurance pays that is less than \$250 will be charged to the authorized card. Monthly increments of \$250 will be charged for any larger balances until account is paid in full.**

This will be an advantage to you, because you will no longer have to write out and mail us a check. It will be an advantage to us as well, because it will greatly decrease the number of statements that we have to generate and send out. The combination will benefit everybody in helping to keep the cost of health care down.

You can think of this as much like when you check into a hotel or rent a car; you are asked for a credit card which is imprinted and later used to pay your bill.

This 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.

Sincerely yours,

Elmhurst Dermatology

I authorize Elmhurst Dermatology to charge outstanding patient portion balances for me and my dependents to the following credit card:

Signature _____ Date _____

Full name on card (please print) _____

Patient name (if other than cardholder) _____

This form is considered PATIENT SPECIFIC. If you want to cover your entire family, please request another form for each member of your family.

Bottom portion is shredded after entry into encrypted password-protected file.

Visa MasterCard Discover (please select one)

Account number

Expiration Date

Security Code