

8. Credit Card Billing and Use of Ivy Pay

Client Full Name:

Client Date Of Birth:

Client Id Number:

I understand that Rebecca Rondeau's practice utilizes Ivy Pay for accepting payment. Ivy Pay is a card payment system designed specifically for psychotherapists and their clients. Ivy Pay works with your debit card, credit card, HSA or FSA card. It is HIPAA-secure and it keeps our therapeutic relationship confidential.

Following completion of the new client forms, I will have Ivy Pay's system send you an invitation via text to update your credit card information. The text you receive will come from a phone number in Ivy Pay's system (not me) and will be worded similarly to the following: "Ivy: You've been invited to use Ivy. To accept and pay for sessions with a card on file, go to [link]."

Since payment for your session is due 24 hours before your scheduled time, I ask that you use that link to set yourself up in the system at least 24 hours prior to our first upcoming appointment time. It is quick, easy, and very secure.

You can tap on the link in your invite text to be taken to the secure 'Add Card' form. Scroll down on the 'Add Card' form, add your card details, and tap 'Save & Pay.' Your card will be encrypted and stored on Ivy Pay's secure servers.

Ivy Pay will charge you one dollar/\$1.00 for this setup which will be deducted from the fee of your first session.

Just to be clear, I personally will not have access to your financial information - it will be on file and securely maintained through Ivy Pay. On your card statement it will appear as "I V Y Labs, Inc."

For Individual and Family Therapy:

Going forward, I will have Ivy Pay charge your card 24 hours before the scheduled appointment time. You will receive a text confirmation whenever I use Ivy Pay to charge your card. This will appear in the same thread as your original invite text. (Tip: if you ever need to update your payment card details, just tap on the invite link from the original text and update your card.)

For Group Therapy

Group Therapy commitments are sectioned into modules. The full fee for the module (different number of sessions depending on the group) will be charged to your card on file 24 hours before the first group is scheduled to take place.

A scheduled appointment means that time is reserved only for you.

- For individual therapy, once the appointment is scheduled, you will be expected to pay for it unless you provide at least 48 hours notice cancellation.

- For group therapy, once you have committed to that module of groups and they have begun, there is no return for the fee charged for that module. Cancelled groups are not eligible for reimbursement through your insurance company.
- If you are not present in the video after 5 minutes, I will reach out to remind you of our individual appointment. I am not able to do this for group therapy appointments.
- If you have not shown up after 15 minutes past the appointment time, I will consider it a “no-show.”

The charge through Ivy Pay for a "no show" or late cancellation will not be reimbursed and will not be eligible to submit to your insurance for reimbursement.

If payment does not go through or a balance is owed, we will not be able to continue with scheduled therapy appointments until the balance is paid.

- I verify that my credit card information provided is accurate to the best of my knowledge. I agree to keep accurate and up-to-date information available to Ivy Pay. If this information is incorrect or fraudulent or if my payment is declined, I understand that I am responsible for the entire amount owed and any interest or additional costs incurred if denied. I also understand by signing and initialing this form that if no payment has been made by me, my balance will go to collections if another alternative payment is not made within thirty days.
- I understand and agree to this policy

Signature

By typing your full legal name below you certify this as your electronic signature:

Enter date of signature: