

Using a Credit Card with Anytime Pediatrics

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Using a Credit Card with Anytime Telecare

If your practice has enabled the use of Credit Cards for payment of telemedicine visits, here are a few things that you should know.

Credit Card Pre-authorization Charge

- There is a Credit Card pre-authorization charge that will be applied to your patients Credit Card each time they request a telemedicine visit.
 - The pre-authorized hold will be released when the visit has been completed, and the practice processes the payment.
 - If the practice does not process the payment, the pre-authorized hold will be taken off their Credit Card after 7 days.
- If the visit was scheduled in error, and the patient needs the hold taken off immediately, there are two options available.

1. Process the visit at no charge.

A screenshot of a software interface showing a "Process Visit" dialog box. The dialog box has a white background and a grey border. At the top, it says "Practice" on the left and "Seen By" on the right. The main title is "Process Visit". Below the title, there are two radio button options: "Charge Processed Externally" (which is unselected) and "No Charge" (which is selected and highlighted with a yellow background). At the bottom of the dialog box, there are two buttons: "Cancel" and "Complete".

2. Contact our customer support team for assistance.

Declined Credit Card

- Only conventional credit cards and debit cards work with our platform at the moment. A credit card that requires additional security may not be accepted.
- It is possible that the patient's card was declined due to insufficient funds. If they do not have the full amount for the visit available in their checking account, the charge will be declined.

If you have any questions about the full amount your practice charges for a visit, or if you would like to adjust the amount, please contact our support team.