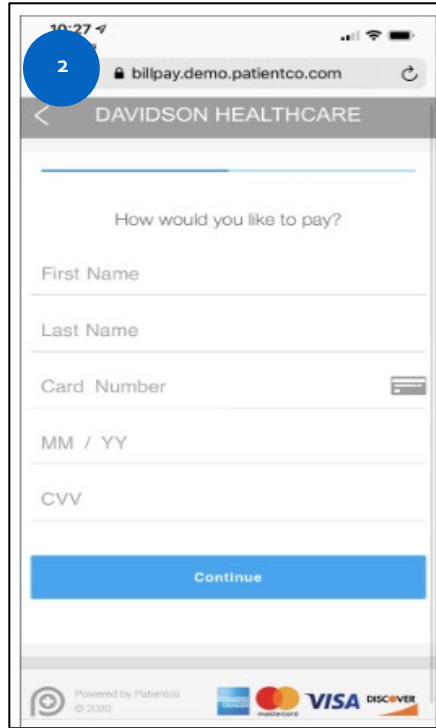
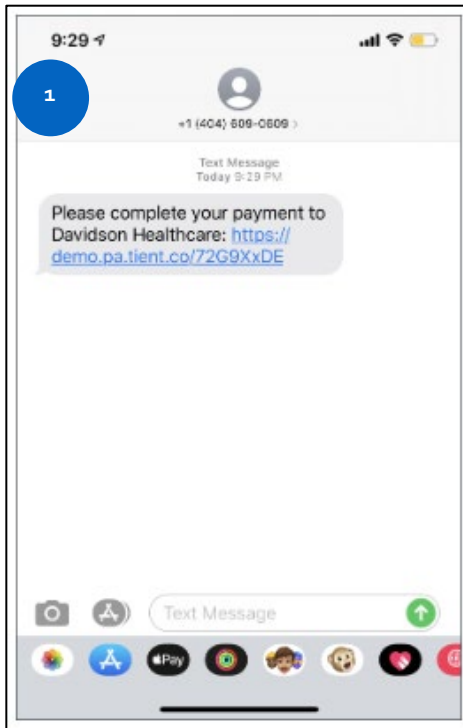


PatientCo Text-to-Pay payment process

Overview: During the check-in process, if you have a time-of-service payment, co-payment, or prepayment, a front desk staff member will send you a text message with a link to complete your payment. Please follow the steps below.

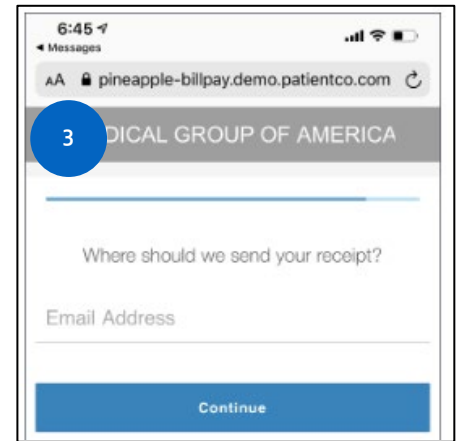
Steps to follow after receiving a text message:

1. Once you receive the text message from HMFP, please click the link. A payment window will open on your personal device's browser. The bill pay site will appear.
2. Please enter your name and card information, then click the "Continue" button.
 - a. When you enter your card number, depending on your device, you will be able to use Apple Pay, Google Pay, or any pre-saved credit card information within your phone.

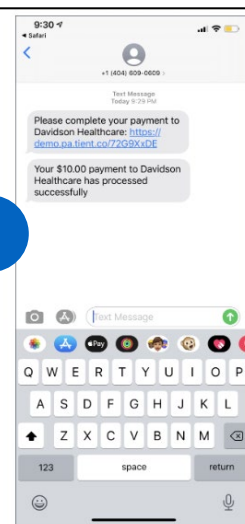
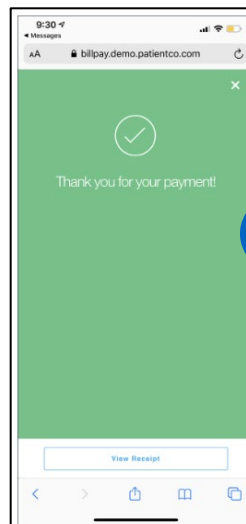
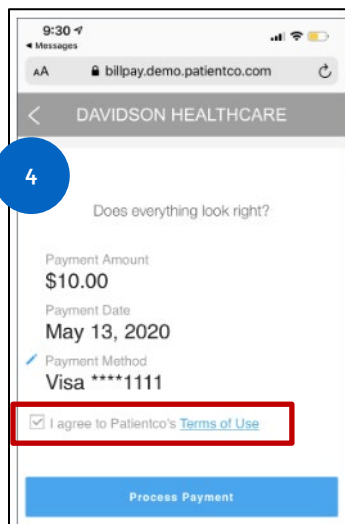


3. In the **Email Address** field, enter your **email address**, so a receipt can be sent to your inbox upon completion of payment. Once you enter your email information, click the "Continue" button.

Note: If you would like a hard copy receipt, please let the check-in staff know.



4. Once you have entered in your payment information and email address, you will see a confirmation page. Please review the payment information, and then click the "Terms of Use" checkbox.
 - a. If the payment amount is not correct, please let the front desk staff know and they will send you a new link with the updated payment amount.
 - b. To complete the transaction, click the "Process Payment" button.
5. If your payment is successful, you will see a success message in the web browser, and will also be texted a confirmation message.



PatientCo Text-to-Pay FAQ

Frequently asked questions

1. Can I split my payment across multiple credit cards?

Yes. You will receive multiple text messages, with one text message per credit card, with the split amount.

2. If I cannot stay for the appointment, or if my physician cannot see me, can I receive a refund for my credit card payment?

Yes. Please see the front desk staff to request a refund. The refund might take several business days to appear on your credit card balance depending on how quickly your credit card issuer processes the transaction and credits your account.

3. Can I pay with cash or check if I cannot use the text to pay link?

No. HMFP only accepts time of service payments, such as a copay or prepayment, via Text-to-Pay at this time. If you cannot make the payment during your appointment, you will receive a future statement in the mail.

4. Can I make a payment on an outstanding HMFP statement balance at the front desk?

At this time, the check-in team will not be collecting payments for previous outstanding balances. Please use the URL found on your statement, or contact the phone number provided on the statement for assistance.

5. If I have an international cell phone number, will I be able to use that number to make a payment?

No. At this time, you cannot make a payment using an international phone number, or make a payment if you are physically located outside of the United States. The Mobile Pay feature currently does not have the option of adding different country codes. You will receive a future statement for any balance you may have.