

## **Ivy-Pay**

As a payment option for our sessions, you may keep a credit card on file with me via Ivy Pay, a credit card processing service. The Terms of Use for using Ivy Pay can be found here: <https://www.talktoivy.com/ivy-pay-payor-terms-of-use>

### **Ivy Pay Benefits:**

1. I am able to charge you for sessions without swiping a card at each appointment.
2. The service is secure and compliant with HIPAA standards for client confidentiality.
3. Your credit card information is stored with Ivy Pay, not in my files or other records; I do not have access to your stored credit card information.
4. You would be able to review past charges and payments in a text message thread.

### **The service works simply:**

1. You provide a phone number, which I enter into the provider's Ivy Pay app along with a charge for the session.
2. Ivy Pay texts you a secure link to a page where you enter credit card information and approve the first charge.
3. Future sessions: I use Ivy Pay to charge your card; the app sends you a text informing you that I've done so.

You will only be asked to enter your credit card information once (unless you need or wish to change the card), and you do not need to download an app or regularly interact with Ivy Pay.

You will continue to have the option to pay via other methods if you'd rather not store a card with Ivy Pay, and can change or remove your credit card at any time.

## **Ivy-Pay Superbills – Out of Network**

Superbills serve as detailed receipts containing information about your sessions. By submitting superbills to your insurance company, you can claim reimbursement for the expenses incurred for out-of-network therapy sessions. This reimbursement can significantly reduce your financial burden and make therapy more accessible.

### **Step-by-Step Guide to Accessing Superbills with Ivy Pay:**

1. **Receive a Text from Ivy Pay:** After each therapy session, you will receive a text message from Ivy Pay. This message serves as a receipt for your session and contains important details regarding your payment.
2. **Click on the Link in the Text Message:** Open the text message and click on the link provided by Ivy Pay. This link will direct you to the payment receipt for your therapy session.
3. **Scroll to the Bottom of the Receipt:** Upon opening the payment receipt, scroll down to the bottom of the page. Ivy Pay organizes all the necessary information at the end of the receipt, including the option to access your superbill.
4. **Locate the Superbill Option:** Look for the "Superbill" link at the left side of the receipt. The text might be small, but it will be clearly labeled. Click on this link to proceed.
5. **Enter Your Email Address:** Upon clicking the "Superbill" link, you will be prompted to enter your email address. Ensure that you provide the correct email address so that Ivy Pay can send you a digital copy of your superbill.
6. **Confirm and Download:** After entering your email address, confirm that it is accurate, and then proceed. Ivy Pay will generate your superbill and send it directly to the provided email address. Check your inbox for the email containing your superbill and download it for safekeeping.