



*OrthoBanc is pleased to  
announce that we now offer  
Online Payments for your patients.*

---

## iBancPay Online Payments

### FEATURES

- Secure payments made from your website via iBancPay link.
- Payments post directly into many practice management software systems.
- Easily allow patients to make one time payments in the office.

### BENEFITS

- Payments can be made any day of the week from the patient's work or personal computer.
- OrthoBanc manages payments by contacting the responsible party if a payment fails.
- Portal for patient/responsible login to view payments made and obtain receipts.
- Current OrthoBanc customers receive deposits with all other payments processed.

---

## Frequently Asked Questions

**Will iBancPay be on my website or will the patient need to go to the OrthoBanc website to make a payment?** An iBancPay icon and link can be installed directly to your practice website allowing patients to make online payments. (This link takes them directly to OrthoBanc.) Patients can also make payments from the OrthoBanc website.

**Can iBancPay be used to process additional payments from patients that are already set up for OrthoBanc recurring drafts?** Yes. You can allow patients to make additional payments using iBancPay. Contact OrthoBanc to learn how this works.

**What payment options does iBancPay offer?** Payments can be drafted from all four major credit cards, a checking account, or a savings account.

**How often will payments be deposited into my account?** OrthoBanc makes 5 deposits each month based on a pre-determined deposit schedule.

**How do I know an online payment has been made?** OrthoBanc sends an email notification every time a payment is made through iBancPay. You will also receive a deposit statement report for posting payments once the funds have been deposited into your account. (Other reports are also available to see daily online payment activity.) If you are using a practice management software system that is integrated with OrthoBanc, those online payments will post directly to the patient ledger.

**Can I set up a minimum payment amount?** Yes. We allow your practice to set up a minimum payment amount. The maximum payment amount can also be controlled to reduce responsible party input errors.

**Will the patient be charged a fee if the payment fails and are they notified of this fee in advance?** Yes. A patient will be charged a \$20 fee if a payment fails. They are notified of this through a pop-up window at the time they make the payment.

**When a patient makes payments via iBancPay are they able to view payments and print receipts?** Yes. The patient/responsible party will be able to view payments and print receipts at [www.orthobanc.com](http://www.orthobanc.com).

**Can iBancPay process recurring payments?** OrthoBanc can draft recurring payments using any payment option but the payments currently can not be set up through iBancPay. Contact OrthoBanc at 888-758-0585 to learn more about this option.

**OrthoBanc**

PROFESSIONAL PAYMENT MANAGEMENT

2146 Chapman Road | Chattanooga, Tennessee 37421 | TEL 888-758-0585 | FAX 888-758-0587 | [www.orthobanc.com](http://www.orthobanc.com)