

At Arrowhead Health Centers we understand that it is sometimes difficult to afford costly deductibles or out-of-pocket treatment costs. With that in mind, we have developed a very easy and convenient **Deductible Relief Program** which gives you the freedom of not worrying about making a payment each time you are seen in the office. It's an affordable payment plan which allows you to not have to pay your medical expenses in one lump sum. In addition, you will also experience less time at the check-out counter after each visit. We have dedicated Deductible Relief Program Specialists which are available to discuss your options. In the meantime, here are some answers to the most commonly asked questions.

Q: Is my credit card number secure?

A: Yes! We use a secure system called Cybersource which allows us to not retain credit card information once entered in our system.

Q: What does it cost to participate in the Deductible Relief Program?

A: There is no charge to sign up.

Q: Does interest accrue on my balance?

A: This program is completely interest free.

Q: Will I receive confirmation each time my credit card is used for payment?

A: When you sign up for the Deductible Relief Program you can request that we mail you a receipt each time a payment is made.

Q: Can I cancel the Deductible Relief Program at any time?

A: Yes, however you will be billed for any additional balances owed.

Q: Who can I call with questions once I set up the Deductible Relief Program?

A: Please direct all of your billing questions to our Billing Department at (623) 298-1910.