

Credit Card Payments with Ivy Pay

We use Ivy Pay to process credit card, debit, and HSA card payments.

Ivy Pay is HIPAA compliant and designed for psychologists with your confidentiality and security in mind. It allows for secure storage of credit card information from one appointment to another and eliminates the need for us to handle your card at all. Payment with Ivy is made for your portion of charges and we will bill your insurance as always. It does not cost you anything to use it.

To use Ivy, you must have a smart phone and be able to receive a text message. You input credit card information one time via your smart phone from a link we text you. With Ivy, we do not swipe your card each time and you do not have to mail private credit card information to us if you won't be in the office.

The process:

1. You verify your smart phone number.
2. We enter your information into our Ivy app and you receive a text with a specific charge.
3. You input your information to Ivy, including your name, address, and credit card information, and authorize the payment.
4. You receive an immediate record of the transaction via text.
5. When it is time for another payment, we input the specific charge, it processes, and you receive verification that payment has been made.
6. You can make automatic monthly payments with Ivy – just tell us how much.

We are concerned about the privacy of all of your information, including credit card information. You can read Ivy's privacy policy at our website, www.nwopsych.com or at theirs, www.talktoivy.com.

Jessica, our billing specialist, can answer any questions you might have about Ivy, Monday – Thursday, 9 AM – 3 PM by phone (419-537-0900, ext 100), email (billing@robiepsych.com) or in person at the office. Please talk with her if you want to use a card but do not have a smart phone.