

1. Why has my account been transferred to AffordaPay?

In an effort to improve efficiency and service, Springfield Clinic has chosen to partner with a financial services company whose experience we can trust in assisting patients with long-term (extended) payment plan accounts. This will allow us to continue our focus on providing our patients with high-quality health care.

AffordaPay provides financial services similar to Springfield Clinic's payment plan program, including 0% APR and set payment amounts. But with AffordaPay, you will have more options for managing your extended payment arrangements.

2. What is AffordaPay?

AffordaPay is an industry leader in health care financial services. They offer an extended payment program but are not a collection agency or credit card company.

3. How do I contact AffordaPay?

PHONE:

| 217.210.6682 or toll free 1.855.484.3143

CALL CENTER HOURS: (central time zone)

| Mon-Thurs, 8 a.m.–8 p.m.

| Fri, 8 a.m.–5 p.m.

| Sat, 8 a.m.–12 p.m.

4. Will this new AffordaPay account appear on my Credit Report?

No. As long as the payment plan account stays in good standing, there will be no impact to your credit and the plan will not appear on your credit report.

5. How can I pay my payment plan bill? Where do I send payment?

MAIL:

| AffordaPay
| PO Box 981005
| Boston, MA 02298-1005

ONLINE CUSTOMER PORTAL:

| www.AffordaPay.com

PHONE:

| 217.210.6682 or toll free 1.855.484.3143

6. Will the current terms of my budget payment plan change?

No, your current agreed upon interest free payment will remain the same.

However, if your Springfield Clinic account had an auto-payment method, you must contact AffordaPay to establish a new auto-pay arrangement.

If you have an existing AffordaPay account from a previous transfer with Springfield Clinic, your accounts will be consolidated, and you will not be making multiple payments each month to AffordaPay. Though your current monthly payment, and method of payment, will remain the same, your term will be extended.

7. Will my auto-payment method remain the same?

No. Please contact Affordapay to establish a new reoccurring auto-pay arrangement.

8. How can I set up auto-pay with AffordaPay?

Contact AffordaPay at 217.210.6682 or toll free 1.855.484.3143.

CALL CENTER HOURS: (central time zone)

| Mon-Thurs, 8am-8pm

| Fri, 8am-5pm

| Sat, 8am-12pm

9. Can I change my method of payment?

Yes. Requests to change payment method may be made by contacting AffordaPay.

10. Am I being charged interest?

No. Your current agreed-upon payment amount will remain the same including the same, 0% APR.

11. I have previously given Springfield Clinic my credit card number for payment. Does AffordaPay now have access to my credit card number?

No. Your credit card number remains secure with the third-party Merchant Bank. Neither Springfield Clinic nor AffordaPay has access to your credit card information. You must contact AffordaPay to re-establish a credit card payment, unless you currently have autopay set up with AffordaPay.

AffordaPay, PO Box 981005, Boston, MA 02298-1005

217.210.6682 • 855.484.3143 toll-free | www.AffordaPay.com

Call Center Hours: Mon-Thurs, 8am-8pm | Fri, 8am-5pm | Sat, 8am-12pm (central time zone)

12. Is my entire patient account now with AffordaPay?

No. Only the portion of your balance that was set up on a budget payment plan on or before 9/16/2019. New balances incurred after 9/16/19 will remain with Springfield Clinic.

13. Can I still pay Springfield Clinic directly ON MY AFFORDAPAY BALANCE?

No. All correspondence, inquiries and budget plan payments should be directed to AffordaPay in order to ensure timely credit to your account.

14. What if I send my payment to Springfield Clinic?

All payment plan payments will be turned over to AffordaPay to ensure appropriate credit to your AffordaPay account but you may experience delays in seeing your account updated.

15. Will future balances be transferred to my existing AffordaPay account?

Future balances will not automatically transfer to AffordaPay. Requests for new payment plan arrangements on new balances should be directed to Springfield Clinic's Patient Accounting department at ext. 43313 for consideration. At this time, Springfield Clinic will continue to provide and manage new payment plans for patients as needed.

While future balances will not automatically transfer to AffordaPay, Springfield Clinic may choose to transfer future balances to AffordaPay. You will be notified if this happens.

16. Why should I enroll in the AffordaPay online payment portal?

Enrolling in the online payment portal allows you to view and pay your account balance online. You can also access your payment history.

17. How do I enroll?

Go to www.AffordaPay.com and follow the instructions to create your online portal account. Be sure to have your account number(s) and email address ready, because they are required to complete the enrollment process.

18. What are the benefits of making online payments?

Online portal access provides the convenience of making payments anytime, anywhere from almost any device with internet access. You can also set up automatic payment schedules.

19. What payment methods are accepted?

ONLINE:

Payments are acceptable with your checking account, savings account, VISA or MasterCard.

BY MAIL:

Payments can be sent to AffordaPay, PO Box 981005, Boston, MA 02298-1005.

BY PHONE:

Payments can be made over the phone by calling 217.210.6682 or toll free at 855.484.3143.

20. How can I be sure my online account information is safe?

The online payment portal uses third-party security providers to adhere with the security measures required by financial industry standards. Springfield Clinic and AffordaPay are committed to keeping your personal information safe and protected. Information provided on AffordaPay's portal will not be used for anything other than making online payments.