

PayGround FAQs

▶ **How can I see if my payment was received?**

You will receive a payment confirmation receipt after your payment has been made. This will be sent via email and/or SMS. If you have any questions about your payment, please contact your provider.

▶ **How long will it take for my payment to get to my provider?**

Payments made to a provider via the web portal are available to the provider immediately in the PayGround platform.

▶ **Can I make a partial payment?**

If you are paying an individual invoice, a full payment is necessary. If you have more than one outstanding invoice, you can choose which invoices to pay. If you have specific questions related to payment amounts, please contact your provider.

▶ **Can I set up a payment plan?**

Please contact your provider to discuss a modified payment schedule. They can work with you to set up a payment plan.

▶ **Can I pay a bill for my family member?**

You will receive an email or SMS requesting payment for any family members you are a guarantor for.

▶ **What payment methods can I use to pay my provider?**

Payments can be made electronically by entering your bank routing and account number, or by using your credit, debit or HSA/FSA cards.

▶ **I have questions about my bill. Should I contact PayGround or Hopebridge?**

Any questions related to your bill should be directed to Hopebridge.

▶ **Is my information secure?**

All data that PayGround collects is stored with one of the most secure methods and standard levels of encryption for banks, AES 256-bit encryption. Additionally, PayGround holds a Payment Card Industry Data Security Standard (PCI-DSS) Level 1 certification level, the highest certification level in the payment processing industry, setting the standard for the storage of sensitive card information.

▶ **How does PayGround work?**

PayGround is a network of healthcare providers that allows for digital-first payment experiences. The network of providers can utilize e-invoices, push notifications, and next-day payments. This allows you to spend your time on more important tasks.

▶ **Do I have to set up an account in order to make a payment?**

No, you don't have to set up an account. You will receive an email or text directing you to the patient authentication page where you will enter your last name and date of birth. From there, you will be able to review your outstanding balances and make a payment.

▶ **Will I be able to save a payment method for future use?**

Yes! You will have the option to set up a payment method that can be used for future balances so you can quickly and easily make payments.

▶ **I am receiving an error when I attempt to make a payment. Who should I contact?**

Please reach out to support@payground.com to provide details on the issue you are facing.