

Gracepoint Online Bill Pay Terms of Use

Thank you for visiting this online bill pay website. Gracepoint makes this online bill pay service available to you only to allow you to access your balances and make payments on them. The information is not intended as medical or financial advice.

By using this method of payment you agree with the terms of use. By agreeing to these terms, you will enter a secure area. Mental Health Care, Inc Doing Business As Gracepoint will not be held responsible in the event your electronic message is not transmitted due to technical problems related to this website. All personal identifying information is encrypted and transmitted via secure networks. If there are questions regarding your payment, please contact Gracepoint Patient Financial Services via phone or online with the information provided below.

Phone: 813-239-8010 Available Monday – Friday from 8:30 am to 4:30 pm

Email: PatientBill@gracepointwellness.org

Mailing Address: Attn: Patient Financial Services, 5707 N. 22nd St., Tampa, FL 33610

Data

Except to provide bill pay services and to facilitate the processing of payments, no personal information that you provide on this website is ever given, rented, shared, sold, or transferred to any third party for their benefit. Gracepoint may use third parties to provide online bill pay services on Gracepoints' behalf.

Gracepoint uses standard safeguards to protect your sensitive information, including administrative, technical and physical safeguards. While the Website has security measures in place to protect against the loss, misuse, or alteration of information, it is not possible to guarantee the safety of information that is transmitted on the Internet. You should use safeguards on the computers you use to access the Website, to help keep your information secure.

Online Bill Pay Refund Policy

Patient Financial Services will work with you to resolve any billing discrepancies that may occur. If there is an overpayment to your account, it will be refunded to the appropriate party. Over payments will be transferred to other open self-pay accounts, up to the amount that is due. The refund of any remaining credit balance will be sent to the patient/guarantor. If the credit balance is due to a payment from a credit card, the first priority will be to credit the overpayment back to the same credit card account used for the payment; otherwise, a check will be issued to the patient/guarantor. It may take up to three weeks for a credit balance to be processed.

If you believe you have made a payment in error or have any other issues or questions related to your pay history with Gracepoint, please call us at 813-239-8071 or email:

PatientBill@gracepointwellness.org