



Dear Client,

MedEx Billing has partnered with a new technology provider, eServices. They are an online bill-pay platform for EMS. To put it simply, they will integrate with our billing software so that patients can go online, see how much they owe toward one or multiple bills, and then make a credit card payment toward their outstanding balance. Once you complete the attached form and return it to MedEx, we will set up your account and patient bills to accept this form of payment. Concurrently, we will forward your information to eServices and you will receive an e-mail from @eservicespaas.com. By e-signing the document they send to you, your agency will be live on this platform in the near future.

The following are some of the key reasons we decided to go with eServices:

- 1.) All patients' payments are direct deposited into your bank account within 24 hours.
- 2.) Patients will now be able to use any internet connected device to search their bill, check their outstanding balance, and make a credit card payment. Patients can also call MedEx and we can take their payment over the phone. eServices has a back-end platform that will be used by our billers to take payments and create automatic payment schedules.
- 3.) Certain health savings account cards require that the payment is run directly to a medical provider. eServices has payments sent directly to each EMS agency, meaning clients will now be able to accept all health savings account cards.
- 4.) When a patient searches their bill, they will see your agency's name and logo (once provided), as well as basic details about their bill such as how much they owe, how much they originally owed, past credit card payments toward this bill, etc.
- 5.) You can add "Pay My Bill" button on your agency's web page if desired. eServices will assist with the installation of this.
- 6.) The eServices bill payment platform is PCI and HIPAA compliant.
- 7.) Per our contract with eServices, all of our clients can reach out to their customer service department. Feel free to do so if your department has any questions not answered by this e-mail, or if you need assistance completing the "Click to Agree" document.
- 7.) The credit card fee for this service is a flat 3.5%. This will be offset by the increase in payments you will receive via giving patients the most convenient way to pay their bill.

Our personal customer support rep's contact information is provided below... Please do not hesitate to reach out to him at any time.

Best regards,

Wendy L. Mancuso; CEO  
MedEx Billing, Inc.



**Connor Meyers**  
**Account Executive**

[www.eServicesPaas.com](http://www.eServicesPaas.com)

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Primary Signer Email Address-Email address needed for the person who will E-Sign the contract	
Merchant DBA Name	
Ownership Type ( C Corp, Government, LLC, LLP, Non-Profit, Partnership, Political, S Corp, Sole Proprietor, Other Tax Exempt)	
Federal Tax ID (EIN)	
Business Address	
Business Address Line 2	
City	
State	
Zip Code	
Business Phone Number	
Primary Signer First Name	
Last Name	
Name on Bank Account	
Bank Transit Routing Number	
Bank Account Number	



# Take payments online

MedEx Billing has entered a partnership with eServices so that you can collect more money via online credit card and HSA payments.

**eServices** is revolutionizing the EMS billing world through their online payment system. For your patients, that means the convenience of paying their bills online with a credit card. For you, it means a whole lot more:

- ▶ **Fast payments.** eServices connects to your agency's bank account, and deposits are made within 24 hours.
- ▶ **Real-time reporting.** View reports and search names, dates, or run numbers to see amounts due and paid. Online payments are updated in real-time.
- ▶ **Secure processing.** eServices uses the latest cloud platform technology to ensure site availability, security, and data integrity. All of our transactions are secure, giving you and your patients peace of mind.
- ▶ **Help when you need it.** Payment processing companies are notorious for practically nonexistent customer service. Conversely, eServices' number is a direct connection to an expert who can answer your questions and help you get your job done.



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