



FREQUENTLY ASKED QUESTIONS

1

Who is Integrity and why should I use them?

Integrity is a trusted partner of PrognoCIS. Integrity has a direct relationship with V/MC/DS. They will support you with setting up your EHR to accept payments through the patient portal and through the EHR.

- Integrity can connect seamlessly to the PrognoCIS Patient Portal.
- It only takes about 2-3 business days for your money to be deposited.
- They will also provide a virtual terminal to every practice if a payment needs to be processed outside of your EHR.
- Training will be provided by your PrognoCIS implementation team and they can also provide you with an overview of the patient portal.
- You'll have 24/7 Support from PrognoCIS and Integrity.

2

What is the process of getting setup or how do I know what my fees are?

You'll have a dedicated support team at Integrity. You can reach out to the VIP sales team at **847-627-4820**. Once you provide Integrity with a copy of your most recent credit card processing statements, they'll conduct a free complimentary rate analysis and provide you with competitive pricing.

If you are a new practice and have never accepted credit card payments, we'll talk you through the process. If you don't have access to your statements, simply provide us the following:

- Average monthly volume in credit cards, average ticket, and average trans
- How many doctors at your practice
- How many patients per day

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3

How long does Integrity take to set you up?

Once your application is completed, Integrity can have your account ready in about 24-48 hours. All necessary information is sent to the Prognosis CIS implementation team on your behalf.

For patient present offices, a mag reader will be shipped, at no cost to you, within 24 hours. Your mag reader will plug into the computers USB drive. If needed, cards can be manually entered on your keyboard if you have the three-digit cvc number.

4

Will there be reporting provided? If so, what type of reporting?

Yes, Prognosis CIS will have a report in the database, and Integrity Payment Systems will provide a portal to log in and view reports and transactions.

No access to credit card information will be seen through your EHR, since it is against PCI compliance to store card numbers. Integrity Payment Systems can provide card numbers if needed. Prognosis CIS will allow you to view the last four numbers of the card and process the same card on future payments.

5

Can there be multiple merchant ID's in one database (i.e. select from different offices or providers)?

Yes, there will be a menu on the payment screen to select from like so.

