

# IVY Pay Guideline

I utilize IVY PAY (<https://www.talktoivy.com/ivypay>), which is a credit card payment system designed specifically for Psychotherapists and their Clients. While checks and cash are my preferred payment method, this payment vehicle can be used for those times of forgotten check books, phone or video sessions, missed sessions, or sessions that are canceled with less than the required 24 hours notice. Additionally, if you choose, Ivy Pay can be used in place of or in addition to, your usual payment method at any time after being set up.

IVY Pay works with your debit card, credit card, HSA or FSA account. It is HIPAA secure and it keeps our therapeutic relationship confidential.

Following completing this form, I will go ahead and send you an invitation text with a charge for either \$1 or your full session fee depending. I ask that you use the link to set yourself up in the system at least 24 hours prior to our first or next upcoming appointment time. It is quick, easy and very secure.

Just to be clear, I will not keep your credit card on file, (it will be on file and securely maintained through IVY PAY), so that you can easily pay for any sessions attended, remote, or missed without any hassle!

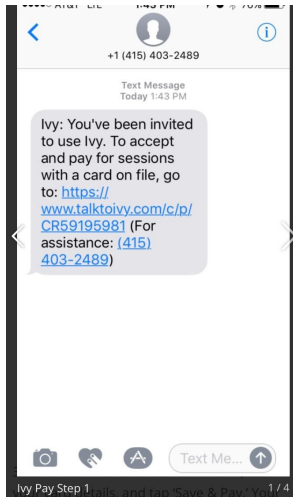
As always, payment is expected at the beginning of your session. If you have forgotten your checkbook and have not brought cash, or we are having a phone or video session, or you have missed or canceled without 24 hours cancellation notice, I will charge your credit card through IVY Pay. You will then receive a text from IVY Pay, notifying you of this charge. You can also let me know ahead of time or at the beginning of your session, that you would like to charge your session via IVY Pay and I can then easily take care of it on my end, (after it has been set up).

If you do decide to use IVY Pay to regularly pay for your sessions, I make the IVY Pay charges 24 hours prior to your appointment time.

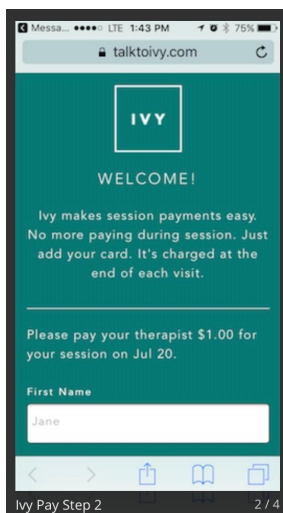
I am happy to answer any questions via email or/and we can discuss this more in our next session. After signing this agreement, please watch for a text invitation and link to set up your Ivy Pay account.

## Here's how it works:

1. Your therapist will send you an invite text via IVY Pay's secure system - this text will come from our system's phone number:



2. Tap on the link in your invite text to be taken to the secure 'Add Card' form.



3. Scroll down on the 'Add Card' form, add your card details, and tap 'Save & Pay'. Your card will be encrypted and stored on our secure servers, and will be charged for that day's session.

The screenshot shows a mobile browser interface for 'talktoivy.com'. The page is titled 'Ivy Pay Step 3' and contains a form with the following fields: 'Name' (Jane), 'Last Name' (Doe), 'Credit Card' (0000 0000 0000 0000), 'CVC' (000), 'Expiration Month' (MM), 'Expiration Year' (YYYY), and 'Zip Code' (00000). A 'SAVE & PAY' button is located at the bottom of the form. The page number '3 / 4' is visible in the bottom right corner.

4. Moving forward, you will receive a text confirmation any time your therapist uses IVY Pay to charge your card on-file. This will appear in the same thread as your original invite text. (Tip: if you ever need to update your card details, just tap on the invite link and follow Steps 1-3 above.)

