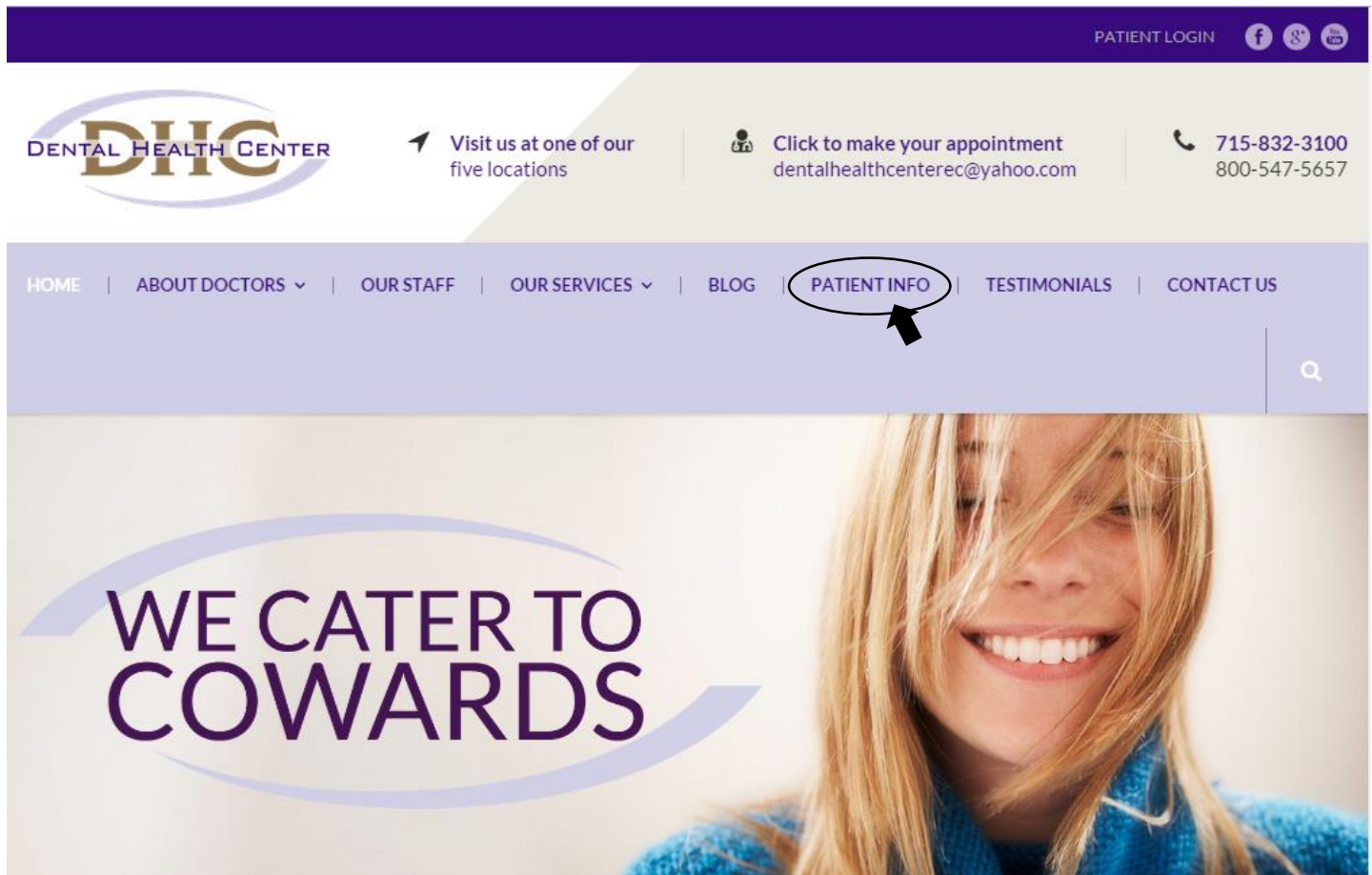
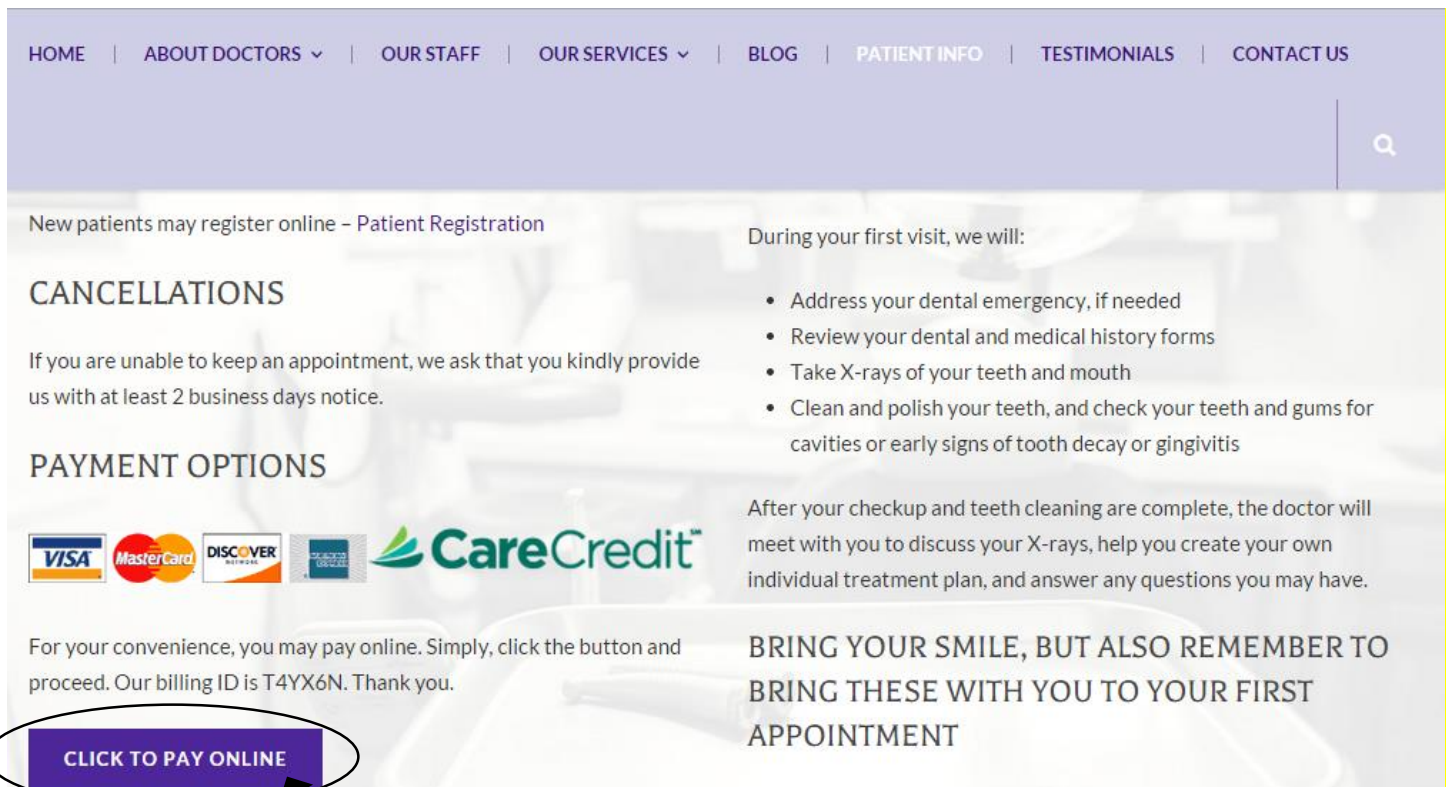


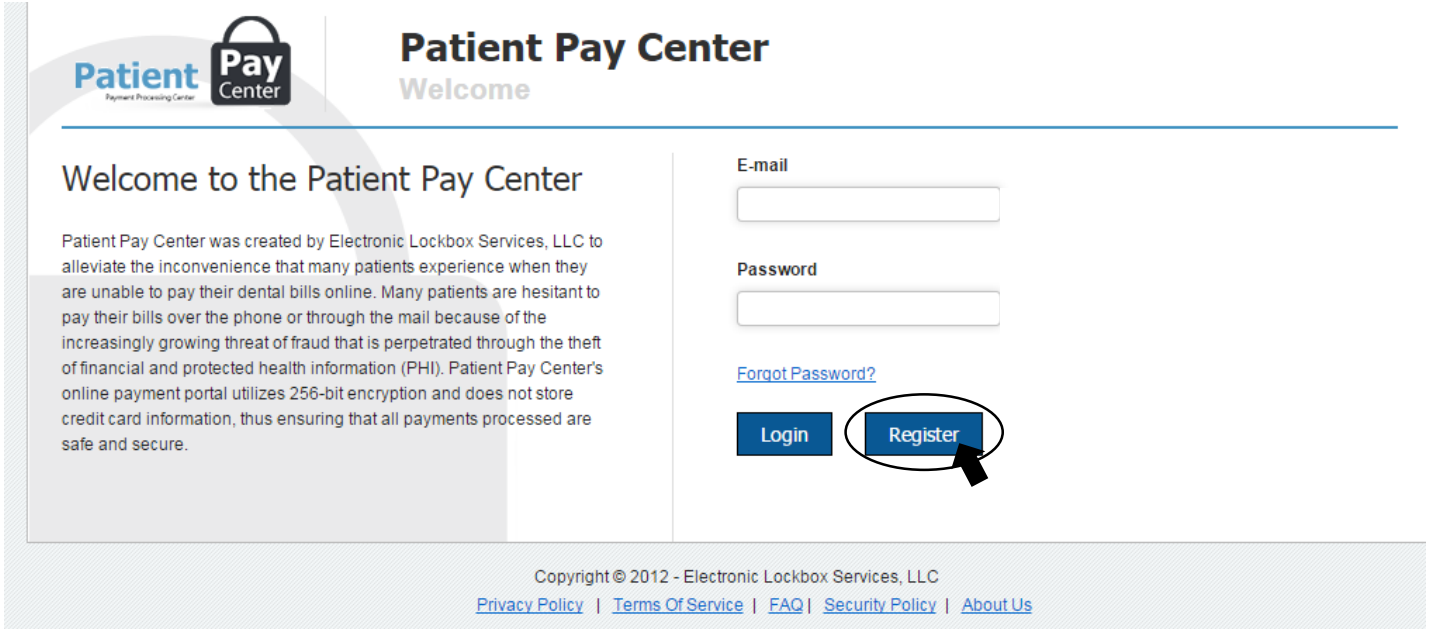
STEP 1: From the home screen, click on PATIENT INFO



STEP 2: You will need to have the BILLING ID# for the specific clinic to complete the payment. Write it down or copy it to paste it later.



STEP 3: Since this is your first time using the Patient Pay Center, you will need to register. Next time you will just log in.

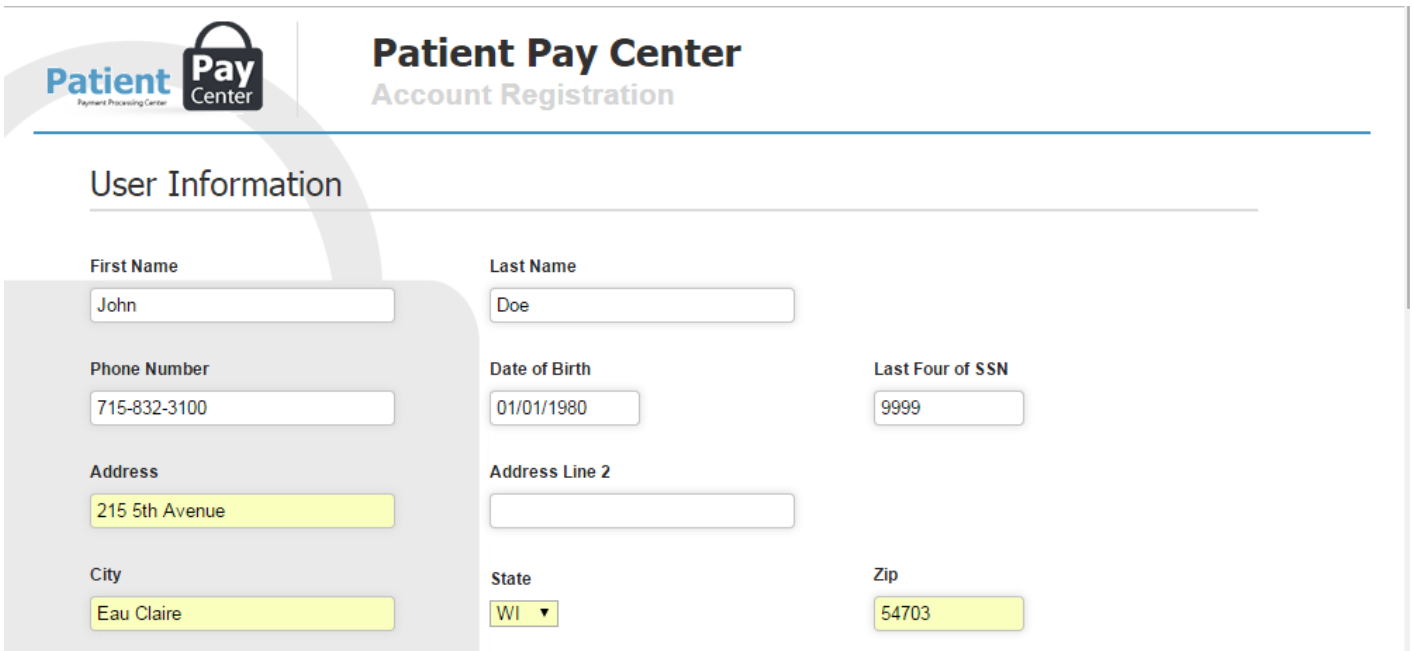


The image shows the 'Patient Pay Center' welcome page. On the left, there is a logo for 'Patient Pay Center' with a padlock icon. The main heading is 'Patient Pay Center' with a sub-heading 'Welcome'. Below this, a paragraph explains the center's purpose: 'Patient Pay Center was created by Electronic Lockbox Services, LLC to alleviate the inconvenience that many patients experience when they are unable to pay their dental bills online. Many patients are hesitant to pay their bills over the phone or through the mail because of the increasingly growing threat of fraud that is perpetrated through the theft of financial and protected health information (PHI). Patient Pay Center's online payment portal utilizes 256-bit encryption and does not store credit card information, thus ensuring that all payments processed are safe and secure.'

On the right side, there are two input fields: 'E-mail' and 'Password'. Below these is a link for 'Forgot Password?'. At the bottom of this section are two buttons: 'Login' and 'Register'. The 'Register' button is circled in black with an arrow pointing to it, indicating the next step.

At the bottom of the page, there is a copyright notice: 'Copyright © 2012 - Electronic Lockbox Services, LLC' and several links: 'Privacy Policy', 'Terms Of Service', 'FAQ', 'Security Policy', and 'About Us'.

STEP 4: Fill in the required fields with your information and then scroll down to complete the Account Info.



The image shows the 'Patient Pay Center' account registration page. The logo and heading 'Patient Pay Center' are at the top, with a sub-heading 'Account Registration'. The main section is titled 'User Information'.

The form contains several fields for user information:

- First Name:** John
- Last Name:** Doe
- Phone Number:** 715-832-3100
- Date of Birth:** 01/01/1980
- Last Four of SSN:** 9999
- Address:** 215 5th Avenue
- Address Line 2:** (empty field)
- City:** Eau Claire
- State:** WI (dropdown menu)
- Zip:** 54703

The fields for 'Address', 'City', and 'Zip' are highlighted in yellow, indicating they are required or have been filled in.

STEP 5: Fill in the Account Information, click on the two boxes at the bottom, and then SUBMIT REGISTRATION.

## Account Information

Password must be at least 8 characters long and contain at least 1 number and 1 uppercase letter

Email Address

dhc.patient@gmail.com

Password

.....

\* Password Confirm

.....

Security Question

What is the name of the street you lived on in 3rd grade? ▾

Security Answer

5th Avenue

## PATIENTPAYCENTER.COM END USER LICENSE AGREEMENT

Thank you for enrolling with Patientpaycenter.com. Patientpaycenter.com is provided to You free-of-charge to facilitate making online electronic payments to your dental provider. Your use of the Patientpaycenter.com website and accompanying software in this web-based portal (collectively, the "Portal") is under license from Electronic Lockbox Services, LLC, a Michigan limited liability company, located at 1502 W. Edgewood Ave. Suite B, Indianapolis IN 46217 ("ELS, "we" and "us"), and is subject to this end user license agreement, the enrollment form and the terms and conditions embodied herein (collectively the "EULA" or "Agreement"), which You consent to by way of your acceptance of the terms using the "I accept" button on the screen, and/or your use of the Portal. You understand that the terms of this Agreement may change, with or without notice, and You are bound to any such changes. If You do not agree to be bound by the EULA, You may not access or use the Portal or the Patientpaycenter.com Services.

Through the use of the Portal and Patientpaycenter.com Services, You understand that You are authorizing your credit card company and/or financial institution to initiate debit(s), credit(s), credit transactions, or correction entries with respect to payments that You wish to submit to your dental provider. You understand that your dental provider determines the amount that appears on your invoice, and that ELS does not have any authority to determine or otherwise modify the balance. You understand that any questions or disputes regarding the balance and/or the dental services provided by your dental provider must be resolved directly with your dental provider, and that ELS has no authority to resolve any such disputes. Any requests for refunds must be requested and processed through your dental provider.

When making any payment via the Patientpaycenter.com Portal, You represent and warrant that You have a contractual relationship with the operative

You may not use or otherwise export or re-export the Portal except as authorized by United States law and the laws of the jurisdiction in which the Portal was accessed. In particular, but without limitation, the Portal may not be exported or re-exported (a) into any U.S. embargoed countries or (b) to anyone on the U.S. Treasury Department's list of Specially Designated Nationals or the U.S. Department of Commerce Denied Person's List or Entity List. By using the Portal, You represent and warrant that You are not located in any such country or on any such list. You will not use the Portal for any purposes prohibited by United States law, including, without limitation, the development, design, manufacture or production of nuclear, missiles, or chemical or biological weapons. This EULA and any disputes related to it shall be governed by the law of the state of Michigan, without regard to its rules on the conflicts of laws, and any claim brought by either party shall be brought in the federal or state courts of Ingham county, Michigan having subject matter jurisdiction. This EULA contains all of the terms of the agreement between the parties regarding the subject matter herein, and thus supersedes and replaces any other agreements between the parties regarding the same. Your use of the Portal may also be subject to other local, state, national, or international laws.

## HIPAA Authorization

I authorize Electronic Lockbox Services, LLC ("ELS") to disclose my name, address, telephone number, and/or email address to its affiliates. I understand that ELS and/or its affiliates will use this information to contact me for marketing and other business purposes. This authorization will remain in effect until I revoke it. I may revoke this authorization at any time by updating my profile page. My revocation will be effective when ELS receives it except to the extent ELS has already relied on this authorization. I do not have to sign this authorization. My refusal will not affect my ability to obtain treatment, payment, or eligibility for benefits. I understand that the information disclosed under this authorization may be re-disclosed by ELS and/or its affiliates and no longer protected by federal health information privacy laws.

I have read and agree to the [terms of service](#). View our [privacy policy](#).

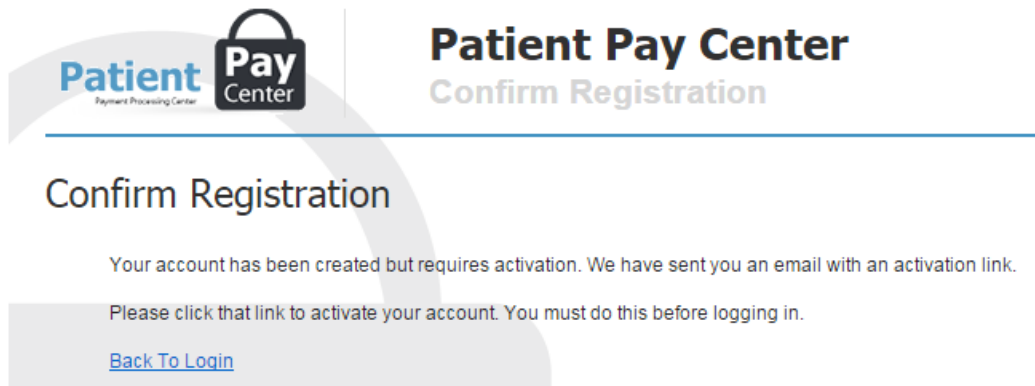
I have read and agree to the HIPAA Authorization

Submit Registration

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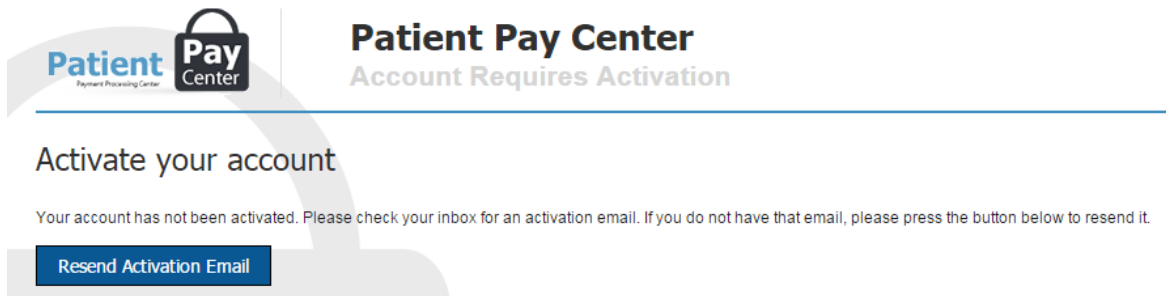
[Privacy Policy](#) | [Terms Of Service](#) | [FAQ](#) | [Security Policy](#) | [About Us](#)

STEP 6: Confirm Registration. Go to your email and click on the link that is sent.



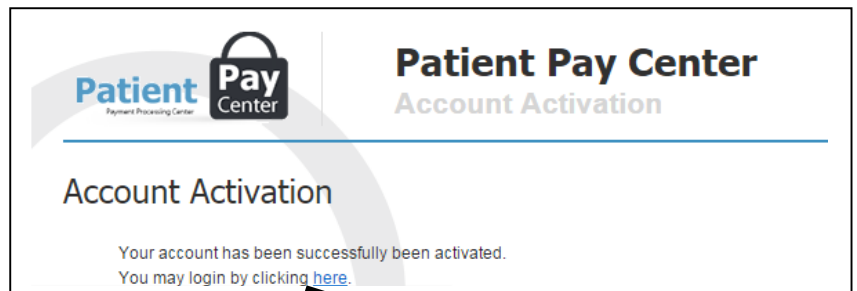
The screenshot shows the 'Patient Pay Center' logo on the left, consisting of the words 'Patient' and 'Pay Center' with a padlock icon. To the right, the text reads 'Patient Pay Center' in a large font, with 'Confirm Registration' below it. A horizontal line separates the header from the main content. The main heading is 'Confirm Registration'. Below it, a paragraph states: 'Your account has been created but requires activation. We have sent you an email with an activation link. Please click that link to activate your account. You must do this before logging in.' At the bottom left, there is a blue link labeled 'Back To Login'.

STEP7: Activate your account. Once it is activated, you will get the confirmation that it has been successfully activated and will prompt you to log in.

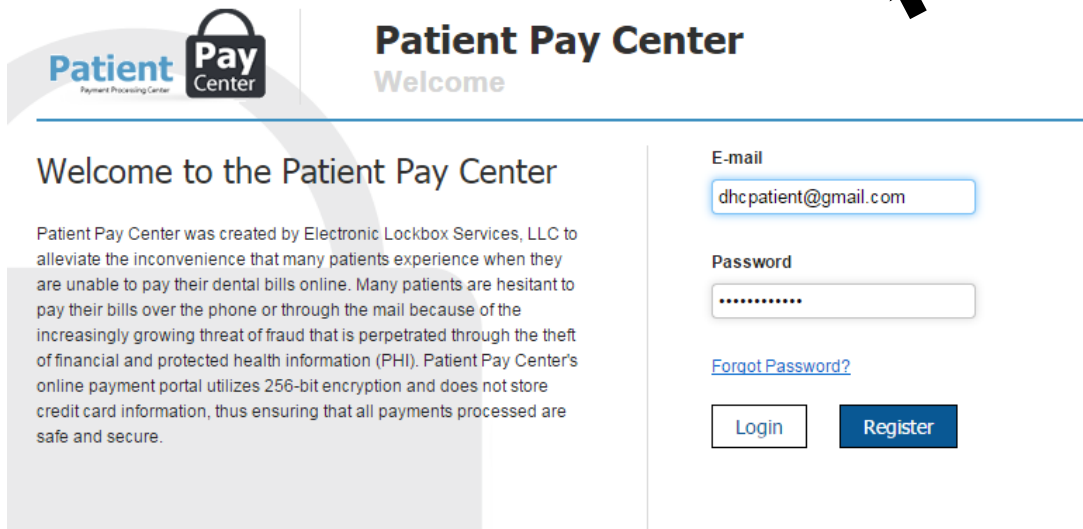


The screenshot shows the 'Patient Pay Center' logo on the left. To the right, the text reads 'Patient Pay Center' in a large font, with 'Account Requires Activation' below it. A horizontal line separates the header from the main content. The main heading is 'Activate your account'. Below it, a paragraph states: 'Your account has not been activated. Please check your inbox for an activation email. If you do not have that email, please press the button below to resend it.' Below the text is a blue button labeled 'Resend Activation Email'.

STEP 8: Log in with your email and password.



The screenshot shows the 'Patient Pay Center' logo on the left. To the right, the text reads 'Patient Pay Center' in a large font, with 'Account Activation' below it. A horizontal line separates the header from the main content. The main heading is 'Account Activation'. Below it, a paragraph states: 'Your account has been successfully been activated. You may login by clicking [here](#).' A black arrow points to the 'here' link.



The screenshot shows the 'Patient Pay Center' logo on the left. To the right, the text reads 'Patient Pay Center' in a large font, with 'Welcome' below it. A horizontal line separates the header from the main content. The main heading is 'Welcome to the Patient Pay Center'. Below it, a paragraph describes the service: 'Patient Pay Center was created by Electronic Lockbox Services, LLC to alleviate the inconvenience that many patients experience when they are unable to pay their dental bills online. Many patients are hesitant to pay their bills over the phone or through the mail because of the increasingly growing threat of fraud that is perpetrated through the theft of financial and protected health information (PHI). Patient Pay Center's online payment portal utilizes 256-bit encryption and does not store credit card information, thus ensuring that all payments processed are safe and secure.' On the right side, there is a login form with the following elements: 'E-mail' label, an input field containing 'dhcpatient@gmail.com', 'Password' label, an input field with masked characters '.....', a blue link 'Forgot Password?', and two buttons: 'Login' and 'Register'.

STEP 9. Here is the home screen for the Patient Pay Center. Click on **Make a Payment**.

**Patient Pay Center**  
Payment Processing Center

Welcome [John](#) ([Logout](#))

### Patient Pay Center Dashboard

**Group**

- Dashboard
- Make a Payment**
- Statements
- Edit Profile
- Logout

**Account Information**

John Doe  
215 5th Avenue  
Eau Claire, WI 54703  
715-832-3100

**Unread Statements**

Date	Provider
No data to display	

**Payment History**

Timestamp	Provider	Last 4 Digits	Card Type	Amount	Patient	Notes	Print
No data to display							

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STEP 10: This is where that code will go. You can also find it on your statement. Choose the appropriate code for the clinic you are submitting your payment to:

- **Cadott**      **42EKSG**
- **Chippewa**    **7ZD7XZ**
- **Eau Claire**    **T4YX6N**
- **Stanley**        **S6DWEJ**
- **Thorp**          **2PNMUC**

**Patient Pay Center**  
Payment Processing Center

Welcome [John](#) ([Logout](#))

### Patient Pay Center Make a Payment

**Group**

- Dashboard
- Make a Payment**
- Statements
- Edit Profile
- Logout

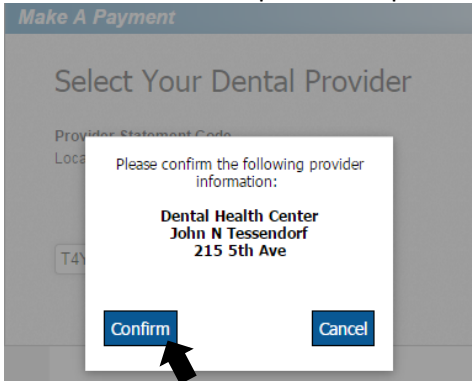
**Make A Payment**

Select Your Dental Provider

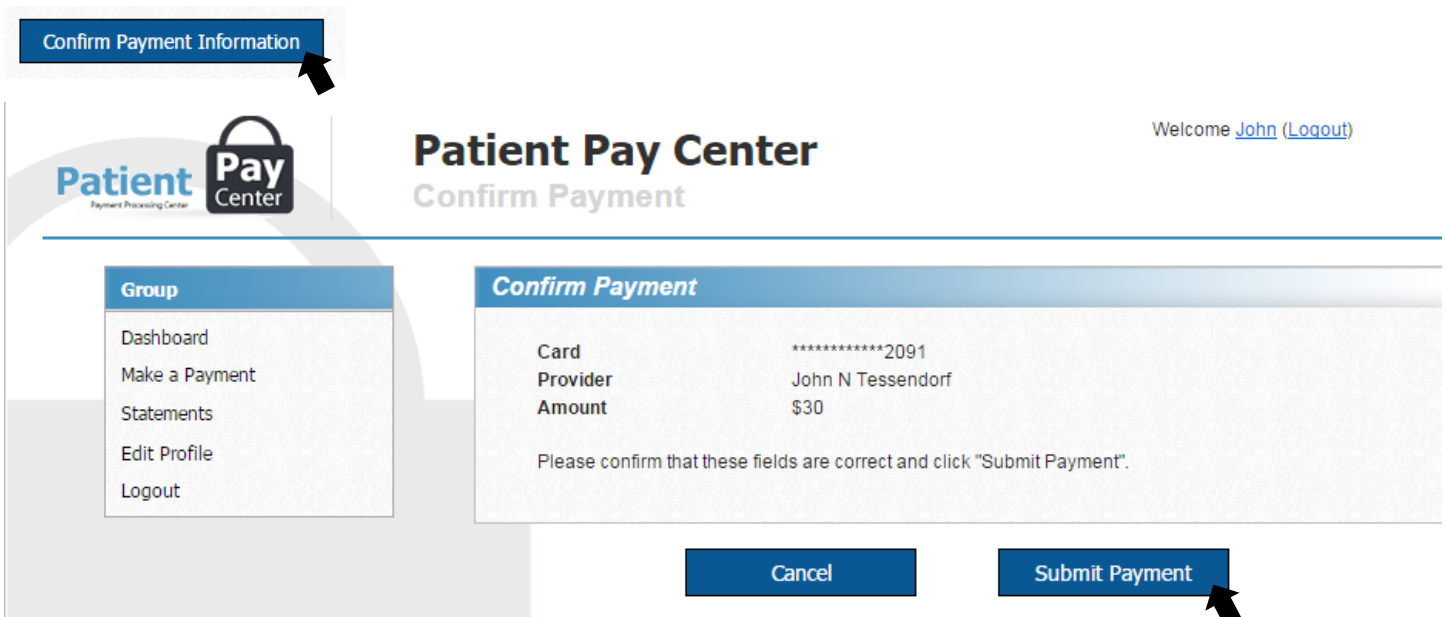
Provider Statement Code  
Located on a recent statement

**Verify**

STEP 11: This is an important step to verify that your payment will be going to the correct facility.



STEP 12: Complete your payment information with your card info, payment amount, etc. Then click Confirm Payment Information.



LAST STEP: This will be your next screen. This will tell you that everything went through fine. You can print your receipt for your records if you would like. Thank you in advance for using our online bill pay.

