

CareCredit
Training Guide





CareCredit®

What Is CareCredit?

CareCredit is a health, wellness and personal care credit card that patients or clients can use to finance the care they want and need without delaying appointments or treatment.*

Plus, CareCredit can be used again and again for family and pets at 240,000+ Provider and select retail locations.

Did you know?

Consumers want to know more about payment options. In fact, 50% of Cardholders say they would have postponed or decreased their procedure's scope if CareCredit were not available.[1]

*Subject to credit approval. Minimum monthly payments required.
[1]Cardholder Engagement Study, Q2 2019

The Benefits of Healthcare Financing

The CareCredit credit card gives Cardholders*:

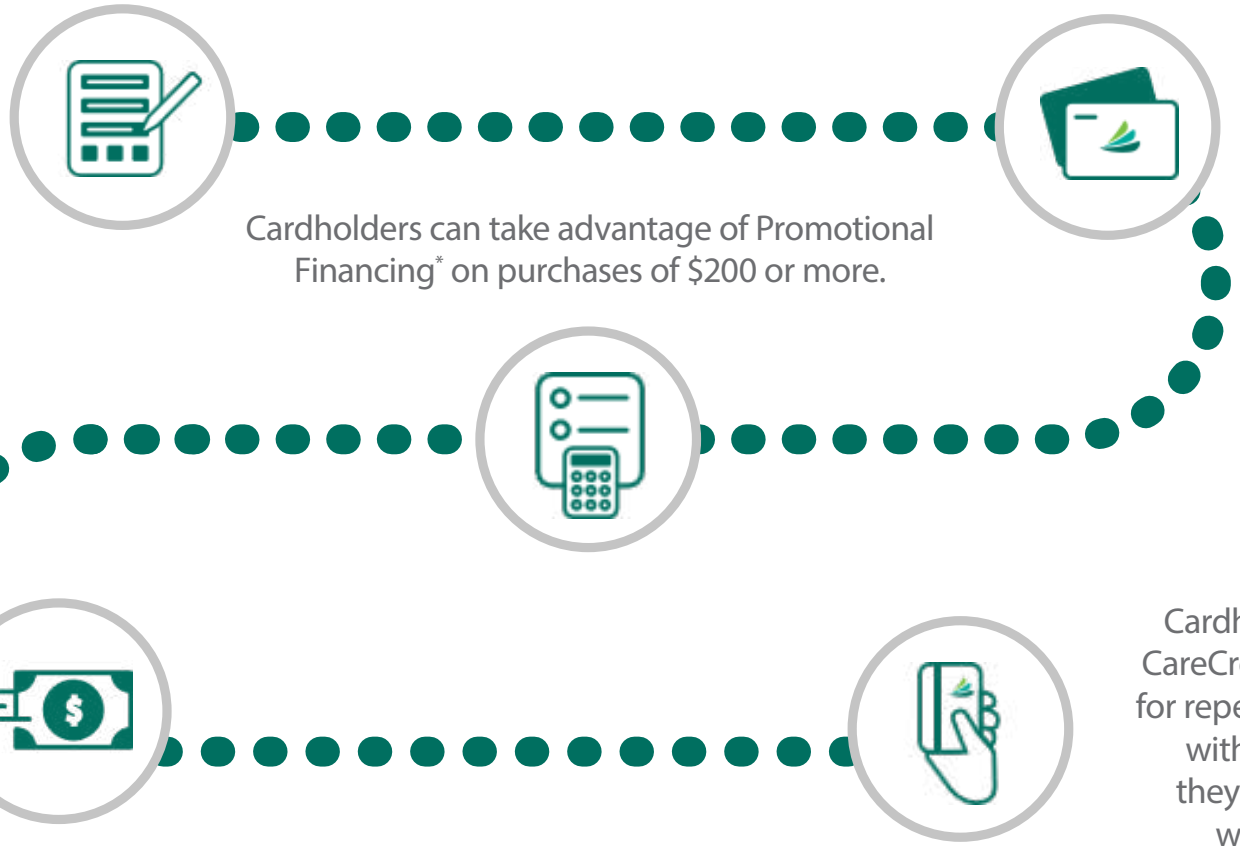
- A convenient way to pay for deductibles, unexpected expenses, copays and coinsurance, as well as other costs not covered by insurance
- Promotional Financing* options with convenient monthly payments
- A payment option to move forward with recommended care today
- A way to fit payments into their monthly budget

*Subject to credit approval. Minimum monthly payments required.

How Does the CareCredit Credit Card Work?

Patients or clients quickly apply on their smart device, in your office or over the phone*** —and get an instant credit decision.

Once approved, they can immediately use the CareCredit credit card to pay for deductibles, copays and coinsurance, as well as other costs not covered by insurance.



Cardholders can take advantage of Promotional Financing* on purchases of $200 or more.

Your office gets paid within two business days, with no responsibility if the Cardholder delays or defaults.**

Cardholders can use their CareCredit credit card to pay for repeat visits or treatments without reapplying, so they're always prepared with a way to pay.*

*Subject to credit approval. Minimum monthly payments required. See carecredit.com for details.
**Subject to the representations and warranties in the CareCredit Agreement with Participating Providers, including but not limited to charging only for services that have been completed or that will be completed within 30 days of the initial charge, always obtaining the patient's signature on in-office applications and the Cardholder's signature on the printed receipt.
***Must be 21+ to apply; must be 18+ to apply by phone.

CareCredit Financing Options*

Financing Options	Minimum Purchase Amount
Deferred interest/no interest if paid in full within 6, 12, 18 or 24 months	$200+
Fixed Payment/Reduced APR • 14.90% for 24 months • 15.90% for 36 months • 16.90% for 48 months	$1,000+
17.90% for 60 months	$2,500+
Standard Account Terms*	Up to $199

See your specific rates at carecredit.com/rates.

Tip: Use the Payment Calculator on the Provider Website to show your patients or clients their estimated monthly payments.

*No interest will be charged if the entire Standard Account Terms balance is paid in full by the due date each month. If the Cardholder does not pay in full every month, interest will be charged on the outstanding balance at the Purchase APR applicable to the account (for new accounts, this APR is 26.99%).

Presenting the CareCredit Credit Card

Now more than ever, patients or clients may need financing to help pay for the care they want or need.

There are four great opportunities to bring up financing:

1. Before they come in, over the phone
2. In your marketing materials, such as emails, text reminders or statements
3. On your website using the digital assets available in Provider Center
4. When they visit your location or parking lot, via window clings or brochures

Tip: Visit Provider Center to access and download resources that can help you present financing.

Addressing Hesitations

Here are some common hesitations your patients or clients may have about financing and how you can respond:



I don't want another credit card.

I understand, but CareCredit is different in that it's a credit card designed for health and wellness purchases that offers special financing options on purchases of $200 or more. Plus, you can use it to pay for health and beauty expenses for your whole family, even your pets. Would you like more information?



My credit isn't great.

I understand. I'll be happy to process an application* for you, if you'd like to try. We also offer the option of applying with a joint applicant.

*Not available for California based providers.

Addressing Patient Hesitations (cont.)



I don't have time to apply.

Our credit application process takes only a few minutes, and we usually get an answer back in seconds.

Tip: Use Quickscreen® in Provider Center before scheduled appointments to quickly see who is preapproved for the CareCredit credit card or who already has the card to pay for care. There's no impact on a consumer's credit score, and preapproval makes it easy for them to apply with confidence. Visit carecredit.com/QS for more information.

How to Apply

CareCredit makes it easy for patients or clients to apply for the CareCredit credit card on their own. The credit decision is instant, so they can pay for care that same day if they are approved. Here are a few contactless application options you can share:

Custom Link

They can apply using your Custom Link. This is a URL, tied to your Merchant Identification Number, which you can share via your website, emails, texts or billing statements. Get yours at carecredit.com/customlink.

QR Code

They can apply by scanning your custom QR code with their smartphone. Get yours at carecredit.com/customlink and display it in your office.

How to Apply
(cont.)

Online

They can apply on their own by visiting carecredit.com/apply, anytime, from anywhere.

By Phone

They can apply over the phone Monday through Friday, from 9 a.m. to 9 p.m. at (800) 677-0718.

Don't forget! Remind them that, once approved, they can use their card right away and again in the future.*

*Subject to credit approval.

How to Handle Declines

Even though Providers see applications approved, declines are unavoidable. If the application is declined, use these tips to help maintain a positive relationship:



Treat the situation with discretion.



Remember to keep the focus on the application, not on the person. Say, *"Unfortunately, the bank was not able to approve the application. You will receive a letter within 7–10 business days explaining the reason."*



Ask them to confirm that they did not add a security freeze to their credit report.



Explore other ways to make the purchase, such as paying with cash or applying with a joint applicant.

Exercise: To help these conversations go more smoothly, try role-playing scenarios with someone on your team.





Questions?

Whether you have questions about how to perform certain CareCredit activities or are new to CareCredit and need additional information, we're here to help.

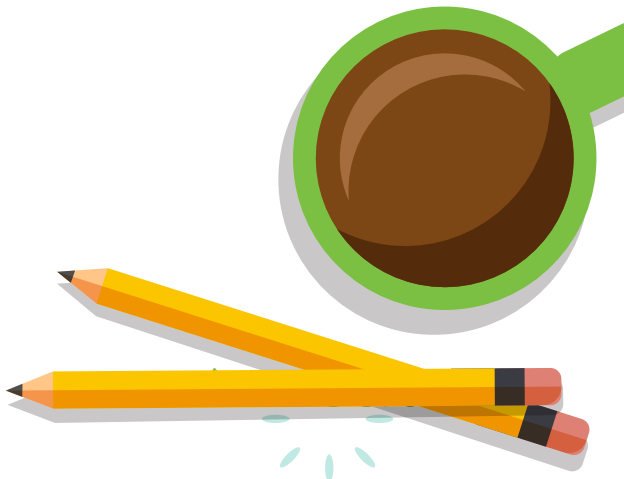
Contact Your National Account Manager: Alec Steele
+1 (615) 585-9718 or **asteele@carecredit.com**



Visit:

General Information
carecredit.com/providercenter

Provider Website
carecreditprovidercenter.com



FAQs

Why do I need to accept CareCredit if I already accept general-purpose credit cards?

With CareCredit, your patients or clients can count on a dedicated health & wellness credit card for the products and services they want and need. For purchases of $200 or more, they can take advantage of special financing options and have the ability to pay over time.*

How do my patients or clients apply for a CareCredit credit card?

CareCredit offers several consumer application options (refer to the "How to Apply" section). You can also initiate applications on behalf of your patients or clients via Provider Center (not available for California Providers). With each option, the credit decision is instant! You can then process charges to the Cardholder's account immediately.

Isn't patient financing only for expenses exceeding $1,000?

No. CareCredit can be used for purchases of any amount, with special financing options available on purchases of $200 or more.*

How does my office get paid?

CareCredit pays your office within two business days by making an electronic deposit into your bank account, less a processing fee.

What if my patients or clients don't pay their bills?

Regardless of whether a Cardholder defaults, you receive payment within just two business days. CareCredit is a nonrecourse program, so if Cardholders delay payment or default, it's not your responsibility.** The financial relationship is between CareCredit and the Cardholder.

What if their CareCredit credit card won't go through on the terminal?

All CareCredit credit card transactions can be processed through Provider Center, using the transact section. Patients or clients can also pay your invoices online using your custom link or QR code. Get yours at carecredit.com/customlink and share the code/URL with your patients or clients.

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***Subject to the representations and warranties in the CareCredit Agreement with Participating Providers, including but not limited to charging only for services that have been completed or that will be completed within 30 days of the initial charge, always obtaining the patient's signature on in-office applications and the Cardholder's signature on the printed receipt.*

CareCredit Cheat Sheet

Your at-a-glance guide for everything CareCredit.

What Is CareCredit?

CareCredit is a health, wellness and personal care credit card that helps patients and clients get the care they want and need without delaying appointments or treatment due to cost.

The Benefits of Healthcare Financing

CareCredit gives patients or clients a convenient way to pay over time for deductibles, copays and coinsurance, as well as other costs not covered by insurance.*

How CareCredit Works

Once patients apply and are approved, they can use their CareCredit credit card immediately and take advantage of Promotional Financing* on purchases of $200 or more.

Presenting CareCredit

Now more than ever, patients or clients may be looking for financing to help pay for the care they want or need. So, don't forget to mention it to everyone.

Addressing Hesitations

If your patient or client has concerns about applying for another credit card, that they might be declined or the time it takes to apply, use our answers on pages 8 and 9 of the CareCredit Training Guide to help facilitate your conversations.

Submitting Applications

Patients or clients can apply using several options covered in this guide under the How to Apply section.

Handling Declines

If a patient or client is declined, ensure you treat the situation with discretion and discuss other ways they can make the purchase, such as applying with a joint applicant.

**Subject to credit approval. Minimum monthly payments required. See carecredit.com for details.*