

Please refer to the sample below for clarification on Credits vs. Charges on your account.

1. In this sample, this customer has a \$140.51 "credit", or positive remaining balance.
2. Charges to this account result in the "credit" amount being reduced until another payment is either automatically or manually made.

Electronic Services Account Balance Summary For 10-27-10 | ES Account: 99999999 | Account ID: 99.999999

Summary	
Starting Balance:	\$153.40
Total Charges:	\$12.89
Ending Balance:	\$140.51
Login at www.e-services.net to pay your balance online.	

Date	Item Detail	Quantity	Amount	Item Total	Balance
2010-10-12	Electronic Claims	7	\$0.49	\$3.43	\$149.97
2010-10-12	Appointment Reminder - Email	1	\$0.15	\$0.15	\$149.82
2010-10-12	Claim Status Transactions	3	\$0.00	\$0.00	\$149.82
2010-10-12	Eligibility Verification Trans	2	\$0.00	\$0.00	\$149.82
2010-10-13	Eligibility Verification Trans	1	\$0.00	\$0.00	\$149.82
2010-10-14	Eligibility Verification Trans	2	\$0.00	\$0.00	\$149.82
2010-10-15	Electronic Claims	19	\$0.49	\$9.31	\$140.51

Remaining Balance: \$140.51	
Send Payments to:	Carestream Dental, LLC 311 International Circle Suite 100 Hunt Valley, MD 21030-1460
Automatic credit card charges will appear as PracticeWorks/SD.	

SAMPLE

You may make a payment to your account by selecting one of the options below:

- **Automatic checking account debit:** This payment method assures uninterrupted service (assuming adequate funds in bank account).
- **Automatic credit card payment:** This payment method assures uninterrupted service (assuming valid credit card number and expiration date).
- **Check payment by mail:** This payment method will result in a temporary interruption of service if a new check is not received before the e-services account balance falls below \$0.00.
- **Phone-in credit card payment:** This payment method will result in a temporary interruption of service if new payment is not phoned in 24 business hours before funds fall below \$0.00.
- **A credit card or ACH via www.e-services.net:** This payment method may result in a temporary interruption of service if new payment is not received 24 business hours before funds fall below \$0.00.

Frequently Asked Questions

1. Question: Will I receive an electronic services statement in the mail that summarizes my charges and payments?

Answer: No, you will not receive a mailed electronic services account statement. Instead, you will be notified of your charges via the Electronic Services Account Balance Summary report (see sample on previous page). You will receive this electronic report, when it is available, after you transmit your claims and/or statements.

2. Question: Why can't I receive a statement in the mail?

Answer: Many of our customers have informed us that sending the Electronic Services Account Balance Summary report electronically is a more convenient solution. It also helps us control costs so that we can manage what we charge our customers.

3. Question: The Electronic Services Account Balance Summary report only shows recent transactions. Can I receive a summary of my transactions for each month?

Answer: Yes. At the beginning of each month, you will receive the Electronic Services Monthly Transaction Summary report, which lists all transactions for the prior month. Just like the Electronic Services Account Balance Summary report, you will receive this report electronically.

4. Question: Am I charged for services before or after I use them?

Answer: When you enroll, you should make an upfront payment of at least \$75 to begin your account with a positive balance. When you use one or more of our services, the cost of each electronic transaction will be deducted from your positive balance. You should then replenish your balance when it becomes low (see Payment Options section on the previous page).