CONSUMER DIRECT CARE NETWORK

Terms for Private Pay Accounts

Private pay clients or their guarantors are personally responsible for the service cost provided by Consumer Direct Care Network (CDCN) not covered by an insurance carrier or other payer.

The Collection Department is a department of Consumer Direct Care Network that processes the billing, payments, and accounts receivable for Private pay accounts.

- We will issue a statement to you on or around the 15th of each month for the previous month's service dates.
- We will send your statement and a return envelope by mail. Postage is not included.
- You can also receive a text or email alert that your statement is available on the Patient Notebook portal if you choose to set up an online account.
- Clients can create a Patient Notebook account where they can view their statements and payment history and make payments. Account activity prior to May 2023 statements will not be available on the Patient Notebook portal. Please contact us if you need history prior to May 2023.
- Your statement includes your current amount, outstanding balance, payments, and credits.
- Payments are due to CDCN within 30 days of the statement date or as shown on your statement.
- If payment is not received within 30 days of the statement date, your account will be past due.

Past Due Accounts

- If your account is past due, you will receive a 30-day notice that services will be discontinued if the account balance is not paid by the final notice date.
- We will continue to send weekly reminders prior to the 30-day notice date via automated call.
- If services are discontinued:
  - Your caregiver may not be paid for time submitted after the final notice date.
  - You may be reinstated for services upon full payment of your outstanding balance.
  - We may refer your delinquent account to a collections service.
- Any deposits will be applied to your outstanding balances.
- Late fees and interest will be applicated to your account.
- Please your Customer Service Agreement for more details.

Payments

- We accept the following forms of payment:
  - Credit/debit card, check/money order, automatic withdraw.
- Payment methods include:
  - Online, mail, or speaking with a CDCN Collection Department representative.
- CDCN does not accept cash or payments at our office locations.
- If payment is rejected for non-sufficient funds (NSF), account closure, credit card rejection or any other reason, we will:
  - Attempt to process the charge again, and/or,
  - Contact you for a different payment method.

For additional information, please visit ConsumerDirectNV.com.
If you have any questions regarding your statement(s), please contact us by phone at 833-819-0842. Our hours of operation are Monday – Friday, 9 am – 5 pm MST.