

PRESENT

Help patients focus more on their care than the cost alone by presenting financing at every opportunity.

To make patients aware of financing options:

- **Add your custom Alphaeon Credit link** to your website and view patients' application status in real-time from your dashboard.
- **Mention the "availability of financing"** during consults and appointments and in communications, including paperwork, appointment reminders, on-hold messaging, and social media.
- **Display Alphaeon Credit marketing materials** throughout your practice. Order more materials for free at myalphaeoncredit.com/marketing.

PRE-QUALIFY

Patients can find out if they pre-qualify without impacting their credit.

When a patient is ready to pre-qualify, direct the patient to goalphaeon.com or provide the patient with your custom link.

You can add this link to your website or send it to patients directly via email or text. Most Alphaeon Credit marketing materials contain a QR code that patients can scan as well.

If a patient pre-qualifies, they will be asked to complete the full credit application, which may impact their credit.

If the patient does not pre-qualify and you offer Alphaeon Access Loans, the patient will be presented with these loan options.

To learn more about Alphaeon Access Loans, visit myalphaeoncredit.com/access.

Frequently Asked Questions

Where can I get my custom link?

Just email teamcredit@alphaeon.com with your practice name and address, if you have multiple locations.

Can I order more marketing materials?

Absolutely! Simply visit myalphaeoncredit.com/marketing to order your free marketing materials including brochures, displays, and signs.

Where can I find my application and transaction reports?

You can view and download reports by logging in to your dashboard and selecting Reports from the menu.

How can I estimate a patient's monthly payment?

To estimate a patient's monthly payment, login to your dashboard and select CALCULATE. Printing the estimate is also an option.

Need Help?

The Alphaeon Credit team is always standing by waiting to help you immediately. Email or call anytime.

✉ teamcredit@alphaeon.com

☎ (920) 306-1794

This number is exclusively for practices, if a patient needs help with their account, please direct them to call Comenity Capital Bank at (855) 497-8176.

PAY

When the patient is ready to pay, you will:

- 1) Login to your dashboard at myalphaeoncredit.com/login.
 - 2) Select **TRANSACT**.
 - 3) Enter the patient's zip code, last four digits of Social Security number, date of birth, and select **SEARCH FOR ACCOUNT**. *Alternatively, you can also look up a patient's account using their Social Security number and zip code or their account number.*
 - 4) Select **VIEW ACCOUNT**.
 - 5) Select **NEW SALE** (or **ADJUST** for an Alphaeon Access Loan)
 - 6) Confirm the patient's identity with a valid photo ID and enter their ID information. *Acceptable forms of ID for US Citizens include a non-expired Driver's License, State ID, Federal or Government Photo ID, Military Photo ID, or Passport. Acceptable forms of photo ID for non-US Citizens include a Passport, State ID (not a driver's license), Military ID, Border Crossing Card, US Legal Resident Alien ID, or a Travel Visa.*
 - 7) Enter the total amount of the sale (and service date for Alphaeon Access Loans). Select **CONTINUE**. *Reference IDs are optional and for your personal use. You can use them to identify the patient or the procedure. The bank provides authorization codes if and when needed.*
- Skip the following steps for Alphaeon Access Loans. The transaction will be processed on the service date entered.**
- 8) Choose a promotional (payment) plan. Skip this step for Alphaeon Access Loans.
 - 9) Select **PROCESS SALE TRANSACTION**.
 - 10) Select **PRINT RECEIPT**. Two copies will print. Ask the patient to sign and date the first receipt. This is your copy. Retain the signed receipt for seven years in case of a dispute. Give the second receipt to the patient.

Need to void a transaction?

You can void transactions by locating the patient's name under Cleared Transactions and selecting VOID. Alphaeon Access Loans can also be voided before or on the date of service.
