



Frequently asked questions about J.P. Morgan virtual card payments

1. What is J.P. Morgan's single-use accounts (SUA) electronic payment solution?

It is a process that sends payment and remittance information to physicians and other health care providers online using J.P. Morgan's Healthcare Link, a Web service.

2. How does the Healthcare Link system work?

The system sends you payment notices via email. You then log into Healthcare Link to access a single-use, 16-digit card number. You process the number in the same manner credit card payments are processed (for example, via a point-of-sale terminal or payment software system). You no longer receive paper checks and remittances.

3. Do I have to be a J.P. Morgan banking customer to use Healthcare Link?

No, but registration is required. You will be enrolled in Healthcare Link by a J.P. Morgan representative who provides instructions via phone on how to access Healthcare Link on your office computer. This process takes 15 to 45 minutes.

4. How can I get more information about registering?

You may speak with a J.P. Morgan recruitment specialist by calling 1-888-214-3294 and selecting option 1. Assistance is available Monday through Friday from 8 a.m. to 6 p.m. Eastern time.

5. Is there a charge to use Healthcare Link?

If you already accept credit card payments, there is no charge to enroll; however, standard interchange fees apply as negotiated with your merchant bank(s).

6. How can I get support after enrolling in the program?

You may contact the J.P. Morgan Healthcare Link support team by calling 1-866-474-2250 Monday through Friday from 8 a.m. to 5 p.m. Central time or by sending an email to HCL_ProductionSupport@JPMChase.com.

