

Patient Payments by OneTouch EMR and Wind River Payments

Frequently Asked Questions

How do I fill out this application?

Prior to starting the application, gather these four pieces of information. It will greatly simplify the effort and time required to complete:

1. The names of owners with 25% or greater ownership equity
2. Photo of the driver's license for each owner
3. Legal name of your practice and your Federal Tax ID number. This must match what's on your federal tax return for tax reporting purposes.
4. The checking account information for the financial institution to which you wish your funds deposited (the Transit Routing Number and DDA/Account Number).

The application will be divided into three main sections:

1. General information about the business
2. Ownership information as required by the USA Patriot Act of 2001, Know Your Customer Rules (From the FinCen - Financial Crimes Enforcement Network) through the Department of Treasury
3. Processing information

When finalized, an authorized signor on behalf of the corporation or entity must sign per the business' corporate resolution.

[Click here](#) to fill out your application.

Who do I contact if there is a problem/question with my application?

To get started accepting payments through OneTouch EMR:

1. [Click here](#) to begin your application
2. Complete the merchant application
3. Select the payment terminal(s) you wish to use
4. Submit your application and upload requested documents
5. Wind River will review your application and contact you within 3-5 business days

What is this going to cost?*

Visa/Mastercard/Discover/American Express Fees: Pass-through at cost

Processing Fees:

- Wind River Assessment: 0.90%
- Authorization/Transaction Fee: \$0.20
- Wind River Monthly Fee and PCI-DSS Compliance Program: Waived
- Wind River Set-Up Fee: Waived
- Payment Devices: As priced
- Optional Wind River Customer Vault for data storage: \$0.20 per card added/deleted/edited

*Do you process over \$300,000 in credit card volume? If so, please contact us for a custom quote.

How is data security treated within OneTouch EMR and POPS?

Wind River's integration with OneTouch EMR and POPS has resulted in state-of-the-art security architecture that virtually eliminates difficult PCI technical requirements and comprises the following security elements:

- Secure data collection via POPS hosted payment page means sensitive card information is never stored on your website
- Tokenization securely stores card profiles as alphanumeric hash
- Encryption of all data submitted to the card brands

Who will be responsible for my support at Wind River?



Cole Thalacker and Hannah Tuomela are the relationship managers who will be working with OneTouch EMR customers. They are the day-to-day contacts for questions or support. They are seasoned relationship managers and stand ready to deliver on Wind River's [After the Handshake](#) commitment.

What are some of the features available to me?

OneTouch EMR:

- Full integration to OneTouch EMR
- Elimination of rework/multiple entries/remittance/reduce errors
- Time savings and efficiency drivers
- Ease of set-up with cloud enabled payment devices
- Accept modern, alternative payment methods such as Apple Pay, Samsung Pay, Google Pay, Payment-enabled watches, tap-to-pay, and mobile payments

POPS:

- Full integration to Patient Online Payment System (POPS)
- Full hosted payment page to help minimize PCI scope and make PCI-DSS compliance easier
- Enablement of Wind River Customer Vault to securely store one/multiple payment profiles for fast payment
- Enablement of Alternative Payment Methods (e.g. ApplePay, GooglePay, SamsungPay)

What payment terminals can I use?



	Link 2500 (Datasheet)	Lane 3000 (Datasheet)	Lane 5000 (Datasheet)	Lane 7000 (Datasheet)
Screen Size	2.4"	2.8"	3.5"	5"
Signature Capture	No	No	Yes	Yes
Swipe / EMV / NFC / Contactless	Yes	Yes	Yes	Yes
Internet Connectivity	WiFi	Ethernet	Ethernet	Ethernet/WiFi
Cost per Device	\$445	\$519	\$679	\$849