

Frequently asked questions



Where can I use Paytient?

Your Paytient card can be used at any doctor's office, hospital, veterinarian, or pharmacy that accepts VISA!*

Can I use Paytient for previous medical bills?

Yes! You can use Paytient for healthcare bills — old or new as long as they are not being collected by a different party other than the provider.*

How do I use the virtual Paytient card?

Simply tap the purple card in the Paytient app to view your card information. You can then use this number online for qualifying transactions or input the information into your healthcare provider's payment system.

When do I get a physical Paytient card?

Your physical card will arrive to your address on file within 7-10 business days after you have created the account. In the meantime, your virtual card can be accessed immediately.

Does Paytient charge interest?

No! After completing any transaction with your Paytient card, you are able to select an interest-free payment plan that works with your unique budget.

How do I activate my physical card?

When your physical card arrives, you can activate it by texting the last four digits of your card number to 573-296-3836. You can also activate your card via the Paytient app by swiping to the white card on your home screen. Once you see that card, press and hold it; you will be asked to enter the last four digits of your card.

How is Paytient different from my HSA?

Unlike an HSA, which is used to save money over time to spend on healthcare, Paytient offers instant access to healthcare funds. You can use these funds right away and pay them back over time — with 0% APR! While Paytient doesn't replace your HSA; it's a different tool to use when it comes to paying for healthcare.

Can I pay my Paytient balance with my HSA or FSA card?

Yes! You can choose to pay off any open transaction using funds from your HSA or FSA card. You can do this by adding that card as a payment method within the app. Be sure to double check that the transaction you want to pay off is a qualifying HSA/FSA purchase.

Visit learn.paytient.com for more FAQs.

* Note: Your Paytient card works with providers in certain approved merchant categories. The provider self-selects their merchant category, and in some cases a provider might not be categorized as you expect. If your card is unexpectedly declined, contact Paytient customer support.