

# PUBLIC HEALTH FEES & FINES

Beginning June 1, 2017, Tarrant County Public Health (TCPH) will accept web (online) and phone (Interactive Voice Response/IVR) payments for the following Public Health service fee:

- Lab - Fees

## ACCEPTED FORMS OF PAYMENTS

TCPH accepts VISA, Mastercard, Discover, Cashier Checks, Money Orders and cash payments. Payments can be for full or a partial (upon management approval) amount for the rendered service(s). Please refer to your mailed invoice, service application, or superbill receipt for the required payment or the remaining account balance.



## PAYMENT PROCESSING CONVENIENCE FEE:

Credit and debit card payments are charged a 2.85% or a \$1.00 minimum convenience fee which is payable to Certified Payments, Inc. The convenience fee will be shown as a separate transaction on your credit/debit card statement and it will apply for each processed payment. Be advised that the convenience fee is charged by the credit card processing vendor and TCPH does not receive any portion of the fee and the rate is solely determined by the vendor and is beyond the control and authority of the public health department. Note: Payment processing, handling and administrative fees are covered under Texas Local Government Code, Article 132.003 and Article 102.072 of the Criminal Code of Procedures.

## SUMMARY OF PAYMENT OPTIONS/GUIDELINES FOR PAYMENT TRANSACTIONS:

### Before You Begin...

You must have your payment reference number to process web and phone payments. The reference number is also known as your customer account number or client ID number and is usually located on your invoice, application, superbill receipt or client file. If you are unable to locate your account reference number, please call 817-321-4700 and asked to be transferred to a representative in the appropriate service area.

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• **Web/Online/Internet Payment: (TCPH accepts VISA, Mastercard and Discover)**

Payments can be made on the TCPH website. To make a payment, click on the blue Certified Payment, Inc. payment link (blue link below) to start processing your credit or debit card payment. Please allow up to two (2) business days for a payment to be posted to your account. Your processing fee and and/or fine obligation will not be fulfilled until this occurs.

*For a web/online/internet payment, click below on the blue Certified Payment, Inc., icon to make your secure, easy and convenient payment:*



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• **Phone (Interactive Voice Response/IVR): (TCPH accepts VISA, Mastercard and Discover)**

To process a credit or debit card payment using the automated phone system, call **1-866-549-1010** and enter the appropriate service/site bureau code (see list below).

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**PAYMENT BUREAUS FOR PROCESSING WEB AND PHONE CREDIT/DEBIT TRANSACTIONS:**

In order to make web (internet/online) and phone (IVR) payment, customers will need to choose the bureau number that is associated with the appropriate service area:

	<b>SERVICE AREA</b>	<b>BUREAU NAME</b>	<b>BUREAU TYPE</b>	<b>BUREAU #</b>
1.	Lab	Tarrant Co_TX_ LAB_530_WEB-IVR	Web & Phone	<b>8366252</b>

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**Browsers & Security:**

In order to use this service, your browser MUST support 128-bit encryption through the Certified Payments website.

**Warning and Disclaimer:**

Tarrant County (TC) and/or TCPH is not responsible for the content of, nor endorses any site which has a link from the TC or TCPH web site.

**Technical Support:**

If you have any questions, please contact the [Public Health Webmaster](#) by clicking on the blue embedded Webmaster link.