What's New: Card on File & Automatic Copay

Guide & Frequently Asked Questions

We're Excited to Welcome You to Ocean Friends!

Ocean Friends is our new client portal, designed to make your experience with us simpler, more convenient, and more connected than ever before. From completing your intake paperwork to managing your visits, Ocean Friends puts everything you need right at your fingertips.
As part of this exciting new system, we're introducing a streamlined way to handle visit copays.

Families will have access to a convenient card-on-file feature directly within Ocean Friends. This means you can securely save your payment card within the portal, and your copay will be automatically collected at the time of each visit.

This change applies to families and clients with visits in the United States.

What to Expect: Returning Families

Getting set up is quick and easy. Here's what the process looks like:

- **Log in to Ocean Friends**. After downloading the Ocean Friends app, you'll use your phone number on file to log in.
- **Complete your intake update**. Upon logging in, you'll be prompted to complete a new intake form or provide an intake update, depending on when your last full intake was completed.
- **Add your card on file**. As part of the intake process, you'll be prompted to securely enter your payment card information. We accept all major credit and debit cards.

That's it! Your copay will be automatically applied at check-in for each visit. You'll receive a confirmation text each time a charge is processed.

What to Expect: New Families

If you are new to NAPA, welcome! To get started, complete an interest form directly from our website.

- **Submit your interest form**. Your journey begins when you complete our interest form to get started.
- **Receive your intake link**. Once your interest form is processed, you'll receive a link to complete your intake and access Ocean Friends.
- **While completing your intake, add your card on file**. From here, the steps are the same as returning families — complete your intake form and add your card on file. You're all set!

Frequently Asked Questions

What if I don't add a card?
We encourage all families to add their card as soon as possible to ensure a smooth check-in experience. If you have questions or need assistance getting set up, please reach out to our team. We're happy to help.

What if I'm located outside the United States?
The automatic copay feature currently applies to visits taking place in the United States. If you are outside the US, your current billing process will remain in place. If you have questions about your specific situation, please contact us.

What if my copay amount changes?
Your copay is determined by your insurance benefits. If your copay changes, our billing team will update the amount in the system. You will always be able to see the amount charged on your confirmation receipt.

Can I update or remove my card on file?
At this time, card updates are handled by our team. Please contact us directly and we will be happy to update your payment information on your behalf.

What if my family has Medicaid and we visit the Denver or Austin clinic?
Families visiting our Denver clinic with Colorado Medicaid, or our Austin clinic with Texas Medicaid, will not need to have a card on file. Please note that this applies only when participating in authorized services covered under your Medicaid plan. Prior to scheduling any services above what Medicaid will cover, NAPA will collect card information.

Your Security Matters to Us

We take the security of your payment information seriously. All card data is encrypted and stored using industry-standard secure payment processing — the same technology trusted by banks and major retailers. Your card information is never visible to our staff and is never sold or shared with third parties.

If you have any concerns about the security of your information, please don't hesitate to reach out. We are committed to keeping your data safe.

Questions? We're Here to Help.

We know that change can feel overwhelming. If you have any questions about Ocean Friends, the card-on-file process, or anything else, please don't hesitate to reach out to our team by emailing **oceanfriends@napacenter.org.** We're excited to go on this journey with you!