



BLVD Merchant Group

Telehealth & Telemedicine Merchant Underwriting Checklist

Reference guide – bank requests may vary. Not all items may be required.

1. Business Overview

- Legal business name & DBA
 - Business type (LLC, Corp, etc.)
 - Date of formation (Articles of Incorporation)
 - Federal Tax ID (EIN)
 - State business license
 - Physical address & contact info
 - Website URL
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2. Ownership & Management

- Government-issued ID for owners/principals
- Ownership percentages & corporate structure

- Primary contact for bank/merchant correspondence
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3. Banking & Financial Info

- Voided check or bank verification letter
 - 3–6 months business bank statements
 - 1–3 months credit card processing statements (if applicable)
 - Projected monthly processing volume & avg. transaction
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4. Clinical & Operational Compliance

- Prescribing doctor or physician group affiliation
 - States where prescriptions will be issued
 - Pharmacy license(s) or fulfillment partner
 - NPI for all providers
 - State medical licenses
 - HIPAA compliance policies & patient consent forms
 - Terms of service, privacy policy, refund/cancellation policies
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5. Website & Online Compliance

- Website content reviewed for telehealth/healthcare compliance
- **LegitScript, NABP**, or valid **pharmacy license** as applicable
- Screenshots of patient portal, booking, and payment flow

6. Payment Processing Details

- Payment types (card-not-present, recurring, invoicing)
- EMR/EHR or payment platform integrations
- Refund & chargeback procedures
- Fraud prevention measures

7. High-Risk / Special Considerations

- Regulated/high-risk services (CBD, supplements, adult content, etc.)
- International patient processing (if applicable)
- Subscription/membership billing
- Other risk factors

8. Optional Supporting Documents

- Sample invoices or receipts
- Letters of recommendation / vendor partnerships
- Professional liability / malpractice insurance
- Audit/compliance certifications (SOC 2, HIPAA, PCI DSS)

Tips for a Smooth Underwriting Process

- Be transparent and consistent.

- Organize documents digitally (PDFs preferred).
- Assign a single point of contact.
- Explain recurring billing clearly.

Key Takeaway: This is a reference guide. Banks may request only some items or additional documents. Preparing these ahead of time ensures smoother underwriting and faster approval.

For more information, please contact one of our Telehealth & Telemedicine Experts at +1 (888) 339-8808 or email admin@blvdmerchantgroup.com