

# Conveniently manage your bills and make payments online

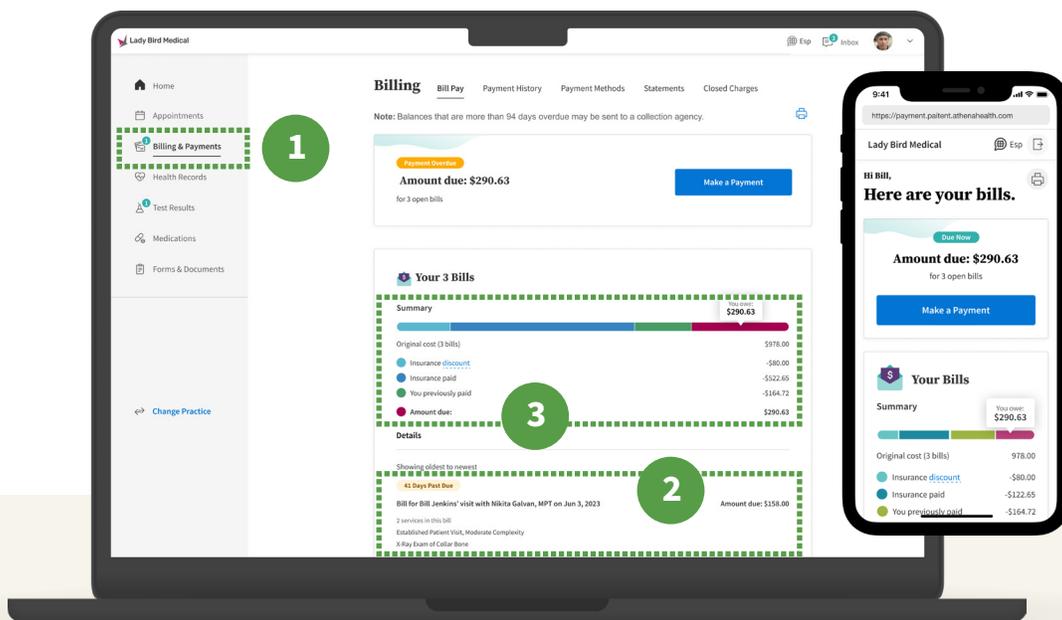


It's now easier to manage your billing and payments with our practice. Use convenient online payment options to view your bill, understand what you owe, and conveniently make a payment. The following information will help you navigate online payments and to pay easily and securely.

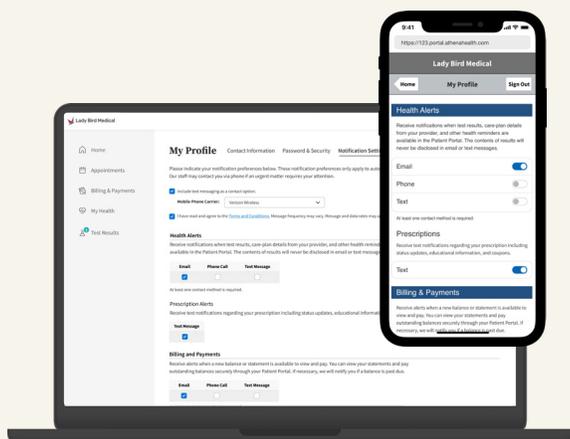
## View your bill summary

The bill summary is the go-to destination for understanding your outstanding balance and make a secure payment. Here, you can:

- 1 **See any open or past-due bills.**
- 2 **View a breakdown of each bill** included in your balance and the **services included** in each bill.
- 3 **View an at-a-glance overview** of all your open bills in a graph that outlines the total original cost, what was covered by insurance, and what you owe.



## Online Patient Payments



### Receive the messages you need via the channels you want

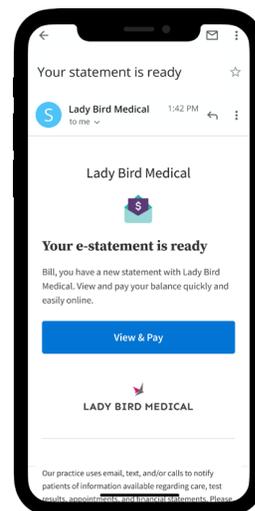
Now's a great time to update your notification preferences and contact information to make sure you're receiving important notifications. You can do this right from your Patient Portal account—once you log in, go to the drop-down menu under your name and click “Notification Settings”. From here you can use the navigation bar to update contact information. While here, make sure to opt in to receive paperless statements.

## There are multiple ways to pay your balance



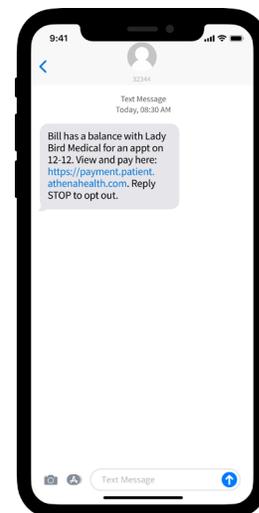
### Check your e-mail

Check your inbox for e-mails from your practice including balance updates and payment information. These e-mails will include a link or button directing you to make a secure online payment.



### Opt-in to receive text messages

If you opt into text messaging, your practice may send you payment and billing notification text messages which include a secure link to make a payment right from your phone.



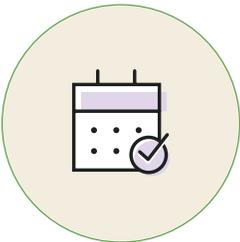
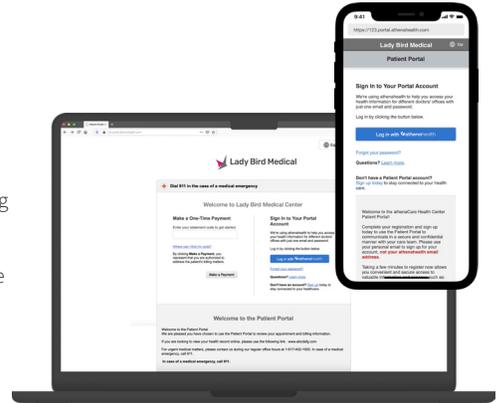
# Online Patient Payments



## Log into your Patient Portal

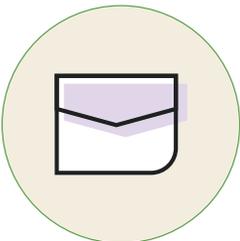
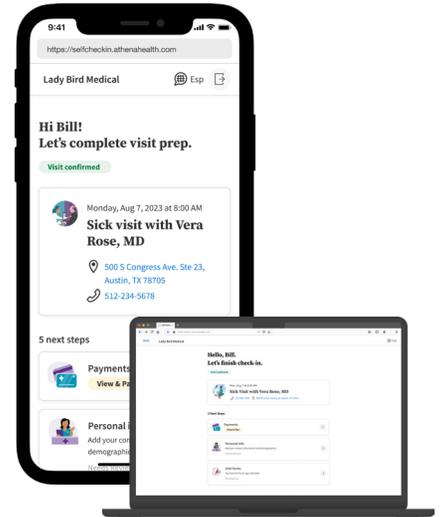
You can access your bill summary and make payments by simply logging into your Patient Portal account.

As soon as you log in with your username and password, navigate to the “Billing & Payments” tab to view your bill and make a payment.



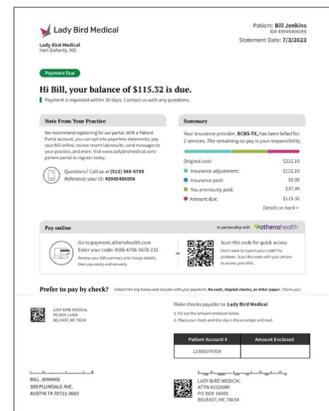
## Online Self Check-In\*

When you complete online Self Check-In ahead of your appointment, you can take care of your copay, saving you time during your visit. You can also make payments towards any outstanding balance. The “Payments” card on the landing page will drive you to your bill summary where you can make a payment.



## Look for your statement in the mail

If you receive paper statements in the mail, you'll find instructions right on the statement for how to easily submit an online payment.



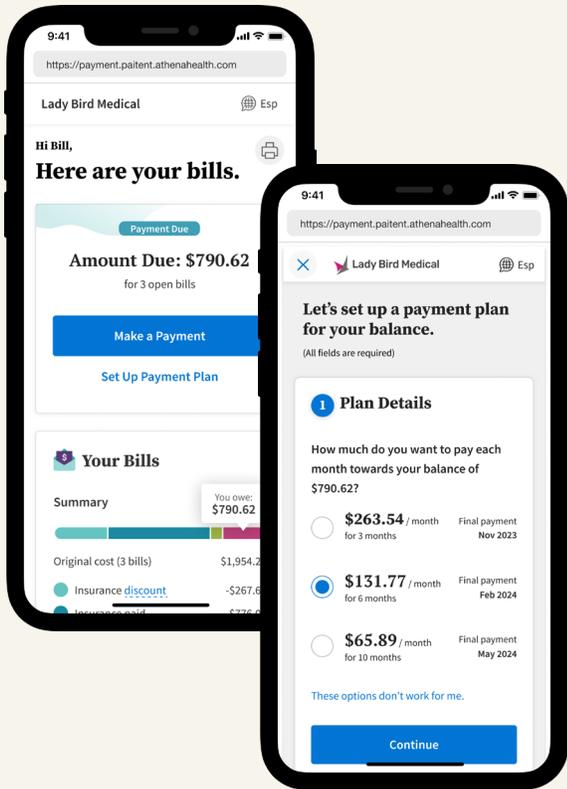
\*If online Self Check-In is not enabled, please contact your practice with any questions.

## There's also more than one way to make sure you're paying your balance in full:

### Payment Plan

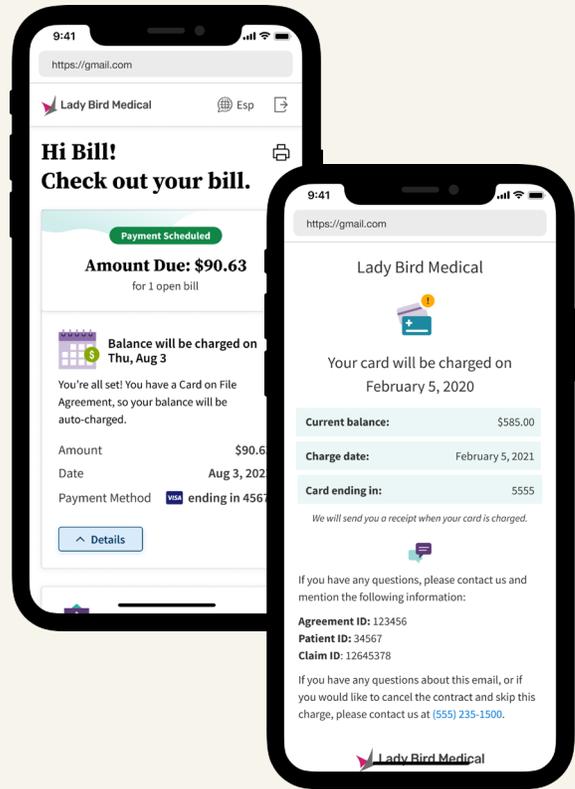
A payment plan is an agreement by the patient or patient's guarantor to pay off a balance in installments. This can include one bill or a group of bills and can be automatically charged to your preferred method of payment for your convenience.

If your practice offers payment plans, you can easily set one up by clicking the Set up Payment Plan button in the online payment workflow. For additional questions, please reach out to your practice.\*



### Card on File Authorization

If you authorize a card on file agreement, any new patient balance will be automatically charged 5 days after we email a copy of your bill — unless you choose to pay a different way or request more time. If you would prefer to automate your bill pay experience, ask your practice about card on file agreements.



**For more information about Online Patient Payment capabilities, please contact your provider's office.**

\*Some practices may offer patient payment plans, however, choose not to enable payment plan set up through the online workflow. In these cases, the patient would need to contact their practice to determine if they can set up a payment plan.