



Online Bill Pay and e-Bills Frequently Asked Questions

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Q: What is Online Bill Pay and e-Bills?

A: Online Bill Pay and e-Bills is an environmentally friendly and efficient way to receive your bill every month. Online Bill Pay and e-Bills sends a paperless bill of all your charges electronically instead of through the mail. By following the instructions in the email you can securely review your bill online and make a payment.

Q: Does Online Bill Pay and e-Bills cost anything?

A: Online Bill Pay and e-Bills is a free service that saves time and allows you to view and pay your bills when it's convenient for you.

Q: What form of payments do you accept?

A: Payment can be made by using a credit card, debit card or utilizing your checking or savings account. When you select credit card as your payment method, the specific credit card choices available will be displayed.

Q: How do I make a partial payment?

A: If you want to make a partial payment, log in as normal. On the "Account Home" page check the box under the "Pay" heading to the far right of the most recent statement. Click on the "Complete Payment" button. This will take you to the "Pay Now" page. Under the "Statements to Pay" header is a solid bar with headings listed in it. Under the "Pay Amount" heading toward the right side is a box where you can change the payment amount. Change the amount and it will be reflected in the "Pay Amount" box at the bottom under the "Payment Method" heading.

Q: Can I print a copy of my bill?

A: Yes. After displaying the bill, click on the "Create PDF" icon just above the bill. After the bill PDF is created and opened, right click on the PDF and select on "print" from the pop up menu.

Q: How will I know if my payment has been processed?

A: The webpage will confirm that your payment has been processed. You can print a copy of this page for your records. You will also receive confirmation through your monthly bank bill or credit card bill.

You are responsible for timely payment of all amounts due as indicated in your billing bill. For one-time electronic payments, you should submit your payment with sufficient time prior to your account due date in case delays in transmission or processing are encountered. If an electronic payment is not processed or completed by the date identified on your billing bill, your amount due will be treated in accordance with late payment policies.

Q: Will I still receive a copy of my bill in the mail?

A: Once you sign up for e-Bills, you will no longer receive a bill in the mail. Instead, you will be able to view your bills online in the "Account Home" section of the website.

Q: How do I register for Online Bill Pay and e-Bills?

A: Click on the "Register" link under the "Not Registered Yet?" section of this homepage. To register you will need to refer to a previous patient bill (for account number and the way your name is displayed). By registering you will automatically be eligible to utilize Online Bill Pay. If you wish to receive e-Bills versus a printed bill, visit your profile page and check the box to enroll in e-Bills (near the bottom of your profile).

Q: I'm having trouble registering. Can you help?

A: Try these tips.

1. Please make sure you are entering all of your information correctly.

Enter your account number and name EXACTLY as they appear on your statement.

Example: John A. Doe – You will need to enter the middle initial AND the period

Example: Mr. John A. Doe – You will need to enter Mr. along with the middle initial and period

Then complete the rest of the form by choosing a Username and entering Your Name. Click Register.

2. Please make sure you respond to the registration confirmation email IMMEDIATELY!

*You will receive an email to complete the registration process. **This email contains a time sensitive link for security purposes!** If you do not click the link to complete the process before the link expires, you will need to register again.*

1. Follow the link to complete the registration process.

2. Begin viewing your statements.

Q: How can I start receiving paperless statements?

A: Go Green! To sign up for e-Bills (paperless statements), click Edit Profile and check the box next to e-Bills: Receive Email Notifications of New Bills (In lieu of paper bill).

Q: What if I forget my password?

A: On the patient portal log in page, look for the "Forgot Password? Click Here" link. You will be emailed a new password. After you log in you can reset your password by clicking on the "Edit Profile" link at the top of the page.

Q: What if I change my e-mail address?

A: You can update your e-mail address by logging in to our patient portal. From your account home page select "Edit Profile" and you can update your e-mail address, phone #, etc. Save all changes at the bottom of the page.

Q: How secure is my online bill payment and account information?

A: To protect your privacy we require you to authenticate your identity before we allow you to access your bill. This practice and third parties involved in the online services offered through our website

employ several safety and security measures to protect your personal information. These include Secure Socket Layer (SSL) connections, 128-bit data encryption and User ID and password logins.

Even with these measures in place, however, there is still a potential risk for the unauthorized access of your personal information. This risk isn't unique to this practice. All online services ultimately rely upon the Internet, which is a shared resource. You should be aware of the risk associated with any online transaction before using such services.

Q: What if my Login ID or password is stolen?

A: If you believe that your account user name, password or other security information has been lost or stolen, you must immediately notify us so we can change your password.

Your password and security protections are your responsibility. Sharing this information may allow others to access your Online Bill Pay and e-Bills account and view the personal information you have entered on the "Account Home" website pages. We recommend all persons maintain the confidentiality of their user name, password and any additional security information.

