



Associated Physicians

Devoted Physicians, Trusted Care.

Online Billing Frequently Asked Questions

1. *When did online bill payment become available at Associated Physicians?*

- a. We activated our online bill pay on December 31st, 2013. All patients who received a bill in December and onward are able to pay for their services online.

2. *I tried to log into online bill pay and it does not recognize me.*

- a. Only patients who received their statements in December and later are able to pay online. If you have forgotten your username or password, return to the [Log In](#) page and click [Forgot Password or User Name?](#)

3. *I typed my name and date of birth and it is not working.*

- a. Make sure you enter the name of the guarantor on the account, this may be different than the patient. Check your bill to see who is listed as the guarantor.
- b. The birth date must also be that of the guarantor. Do not include slashes in the birth date (i.e. 01012014, not 01/01/2014).

4. *My account number is not being recognized.*

- a. Some of our letters display patient account numbers with leading zeros. We believe we have corrected this but if your account number is not being recognized, check to see that you are not entering one with leading zeros (i.e. "000087658" should be "87658").