

We've listed answers to a few frequently asked questions about our electronic services below.

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## FAQs REGARDING the ONLINE BILL PAY

### Online Payments

#### **What is Online Bill Pay?**

Our Online Bill Pay tools allow you to make secure payments to EMHS affiliates with the convenience of the web and the confidence that your sensitive information is safe.

#### **The balance due on my statement doesn't seem to be right. What should I do?**

Online Bill Pay's statement balances presented online do not reflect payments or other account activity generated since your last statement date. If you need an updated balance please [contact a patient account representative](#).

### Technical Issues

#### **What do I need to make a payment?**

In order to submit an online payment, gather the following information:

- Your recent statement from any EMHS affiliate
- Your account number and statement ID as printed on the statement
- A valid credit or debit card

You'll be asked to enter your statement ID so we can show you the balance on the account. No protected health information is displayed on the web. Your credit card information will not be stored by Online Bill Pay, so you will need to enter it each time you want to make a payment.

#### **Help! Online Bill Pay doesn't recognize my account. What should I do?**

If you have double-checked your statement information and Online Bill Pay still can't locate your balance, please [contact a patient account representative](#).

#### **Which browsers do you support?**

The Online Bill Pay application supports Internet Explorer (IE) version 7 or higher and FireFox version 3 and above because these versions support "strong" encryption. (Encryption allows us to encode your information so that no one else on the Internet can read it.)

- You must be using 128 bit encryption, and it must be turned on in your browser. (See your browser's online help for more information.)
- JavaScript must be enabled in your browser. Normally, it's turned on by default, although you can disable it. (See your browser's online help for more information.)
- We also support the industry standard browser display resolution of 1024 by 768 and higher.

#### **Do you use cookies?**

While you are using our service, we need to store some information on your computer's hard drive in the form of a cookie. (A cookie is a small file that a Web site puts on your hard drive so that it can retain information for later use.) For this reason, the cookie functionality must be enabled in your browser in order to use this web site. However, the cookie will never read information from your hard drive or copy information about other sites that you visit.

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