How to Make a Payment?

When an organization has "Billing" enabled as a service, several complicated things must be configured correctly and processed in the correct order. Please review the following in order to have a better understanding of how the billing process works.

1. To pay your bill, select the "Make A Payment" button on the billing module on the right hand side of the homepage.

Or select MY ACCOUNT/BILLING

2. This will take you to the billing screen, where your invoices will be displayed.

3. When you click "Pay Now", it should go to the provider's chosen payment processor (TrustCommer, FirstData, etc.) in order to submit a payment. FollowMyHealth will get the information back from the payment processor and send it down to the connected Payment Manager of the organization.

NOTE This window may be blocked by a pop up blocker. If the payment status goes to "Pending", but never brings up the next screen to enter your payment information, check to make sure your pop up blocker is turned off. If your pop up blocker was on, you will need to log out and back in (to clear the incorrect "Pending" status) after turning the popup blocker off, then try to pay the bill again and the process should proceed.

Example screen:

A few Payment Notes:

- Payments made will go to a "Pending" status.
- All billing items are submitted to the medical organization for payment and are typically processed as part of a nightly routine, and usually takes up to 24 hours.
- After that processing, upon your next visit to FollowMyHealth (must exceed 24 hours), the payment should show up as "Processed".
- If you would like an update prior to the 24 hour period, please contact your medical organization.
- It is also possible to see the last time billing was updated at the bottom of the billing page on the left hand side.