

# 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.

## Billing

Make A Payment

Organization	Charges	Amount Due
Jardogs Clinic (Demo AHSDMODOG) (Loading...)		

Or select MY ACCOUNT/BILLING

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

## Billing

Select an Organization: Jardogs Clinic (Demo) Expand All

If you have questions regarding your bill, please contact our billing department at 847-754-1279. Office hours are 9 a.m. to 4:30 p.m. Monday through Friday.

▼ Patient Responsibility (3)

Pay All Invoices

	Date	Invoice	Patient	Provider	Procedure	Charges	Due Now	Insurance Payments	Patient Payments
<input type="checkbox"/>	6/18/2013	2518077	Pat (Trig)	DRUMMOND, JAMES R	OFFICE/OUTPATIENT VI...	\$73	\$23	\$0	\$50
<input type="checkbox"/>	5/8/2013	2517700	Pat (Trig)	DRUMMOND, JAMES R	OFFICE/OUTPATIENT VI...	\$73	\$57	\$0	\$16
<input type="checkbox"/>	5/6/2013	2517699	Pat (Trig)	DRUMMOND, JAMES R	OFFICE/OUTPATIENT VI...	\$73	\$57	\$0	\$16

Pay NowAmount Due Now: \$80

▶ Pending With Insurance (0)

▼ Paid Invoices (2)

	Date	Invoice	Patient	Provider	Procedure	Charges	Insurance Payments	Patient Payments
	6/18/2013	2518078	Pat (Trig)			\$120	\$0	\$150
	5/10/2013	2517698	Pat (Trig)			\$73	\$0	\$100

Last Updated: 9/18/2013 10:53 AM

- 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:

Amount : \$48.02

Ticket : \_\_\_\_\_

Account Holder Name: \_\_\_\_\_ \*

Billing Address: \_\_\_\_\_ \*

\_\_\_\_\_

City: \_\_\_\_\_ \*

State: \_\_\_\_\_ \*

Zip Code: \_\_\_\_\_ \*

Credit Card Number: \_\_\_\_\_ \*

Expiration: \_\_\_\_\_ (mmyy) \*

CVV/CVC: \_\_\_\_\_ \*

<< Back    Process Transaction

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### 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.