

Suggested Patient Email Copy

Email Template

Subject line A: Paying your bill at [Client name] just got easier

Subject line B: Billing enhancements at [Client name], designed for your convenience

To our valued patients and community OR Dear [Patient name],

We're happy to share that we have recently upgraded our billing system at [Client name] to ensure that you always have a simple, clear and convenient payment experience. It's now easier than ever to view and manage your medical bills digitally using a mobile device or computer.

You do not need to take any proactive steps to enable the new system. But please be aware that the next time you receive a bill, things will work a bit differently.

How it works:

1. **Receive notification:** When your bill is ready to be paid, you will receive a notification using your contact methods on file (email, text message) with a link to view and pay your bill online.
2. **View bill and payment options:** After visiting the link, you will have the option to pay your total balance or set up a payment plan, as well as view your bill details or call one of our representatives if you need help.
3. **Make payment:** When you're ready to make a payment, you can do so using secure payment methods such as credit/debit card, ACH, Apple Pay, or Google Pay, and easily get a receipt for your records.

As always, ensuring that we provide you with the best-in-class tools and resources to manage your healthcare is our top priority. Our new convenient, secure and transparent billing platform is designed to better meet your needs and provide a range of flexible payment options for you and your family.

If you have any questions or issues, you may contact customer service at [email] or [phone number].