

healow

healow PAY - PATIENT USER GUIDE

healow Pay - May 2021

healow | Pay
Health and Online Wellness

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HEALOW PAY

healow Pay™ is an easy and convenient way to pay your outstanding invoices, anywhere and anytime, from a simple link received via text or e-mail. As an added perk of this service, healow Pay offers the ability to go paperless by enabling you to access your statements online.

healow Pay - Patient View

Electronic statements can be accessed from a text message sent by the practice, or by accessing the healow Pay URL from a computer browser. For more information, refer to the following sections:

- [Accessing Statements Using the Link Provided Via Text Message](#)
- [Accessing Statements Using the Code Provided in the Text Message](#)

Accessing Statements Using the Link Provided Via Text Message

To access statements using the link provided via text message:

1. Open the text message that you received.

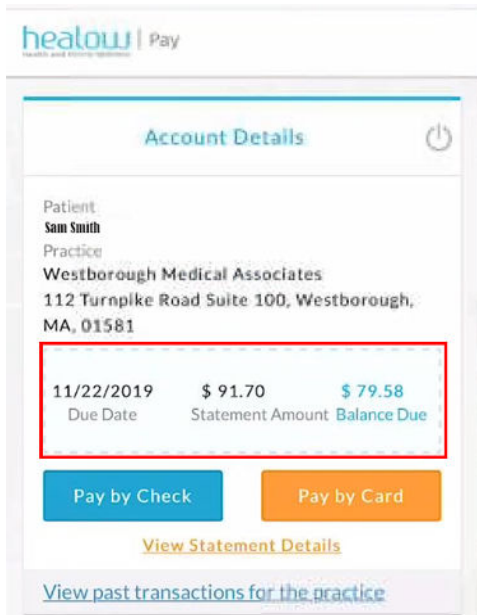
The message will contain the practice phone number, a link, and a code to access the electronic statements by either clicking the link or using the code to access healow Pay from a computer browser.

Note: If your practice did not activate healow Pay, the message will not contain the URL link or code information.

2. Click the link contained within the message:

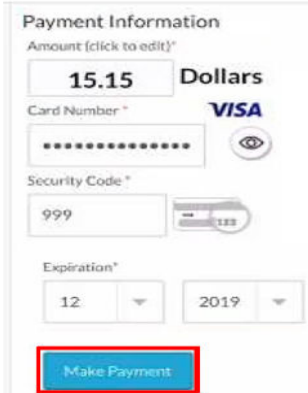

This is a msg from Westborough Medical Associates for Sam. Your new balance is \$91.70. Call [508-475-0600](tel:508-475-0600) with questions.
Click below to pay now or use OakwBq statemencode to pay at <https://msg.fm/eq2mp1>

The healow Pay window opens and displays the statement details:



The following table describes the healow Pay window:

Fields	Description
Patient	Displays the patient's name.
Practice	Displays information about the practice sending the electronic statement.
Due Date	Displays the date when the statement is due.
Statement Amount	Displays the total statement amount.
Balance Due	Displays the remaining balance due.
Pay by Check	<p>(Optional) Click to display the practice location mailing address if sending a check.</p> <p>Note: Payments made with checks or other types of payment methods outside healow Pay will not update the statement amount or balance due. Only payments made using healow Pay will trigger updates to the statement amount and balance due.</p>

Fields	Description
<p>Pay by Card</p>	<p>Click this option to pay electronically using healow Pay.</p> <p>To pay electronically:</p> <ol style="list-style-type: none"> 1. Click the link. The Payment Information window opens. 2. Locate the <i>Amount</i> box and enter the amount to be paid. 3. Enter the credit card information and click the <i>Make Payment</i> button:  <p>A message displays, confirming the payment was made:</p>  <ol style="list-style-type: none"> 4. (Optional) Click <i>Print</i>.
<p>View Statement Details</p>	<p>Click this option to display a list of all electronic statements. For more information, refer to Viewing Statement Details.</p>
<p>View Past Transactions for the Practice</p>	<p>Click this option to display a list of all transactions and receipts for payments made using healow Pay.</p>

Viewing Statement Details

A detailed list of electronic statements can be accessed from the *Account Details* window.

To access electronic statement details:

1. Click the *View Statement Details* link:

healow Pay
Health and Finance Solutions

Account Details

Patient
Sam Smith
Practice
Westborough Medical Associates
112 Turnpike Road Suite 100, Westborough,
MA, 01581

11/22/2019	\$ 91.70	\$ 79.58
Due Date	Statement Amount	Balance Due

Pay by Check Pay by Card

View Statement Details

[View past transactions for the practice](#)

The Authentication Required window opens.

Complete all the fields and click *Next*:

Authentication Required

First Name

Last Name

Date of Birth

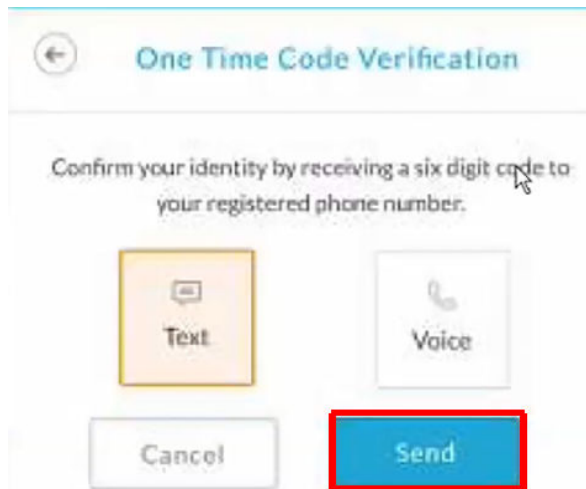
Phone Number

Back **Next**

Note: The phone number entered must match the number that was previously registered with the practice.

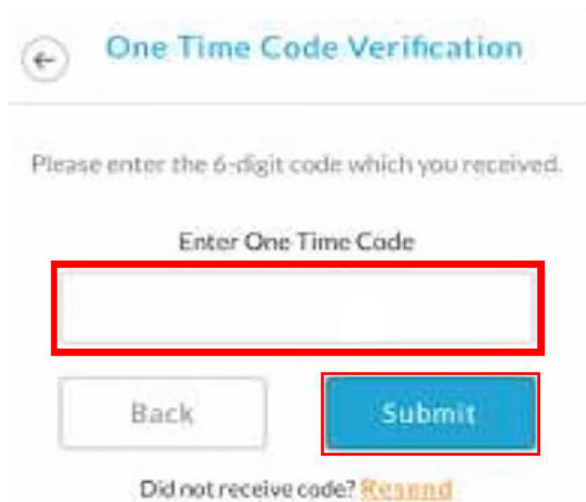
The One Time Code Verification window opens.

2. Select an option for the authentication code to be delivered:
 - ◆ If *Voice* is selected, an automated call is placed to the registered phone number to provide the verification code.
 - ◆ If *Text* is selected, a text is sent to the registered phone number.
3. Click the *Send* button after selecting a delivery option:



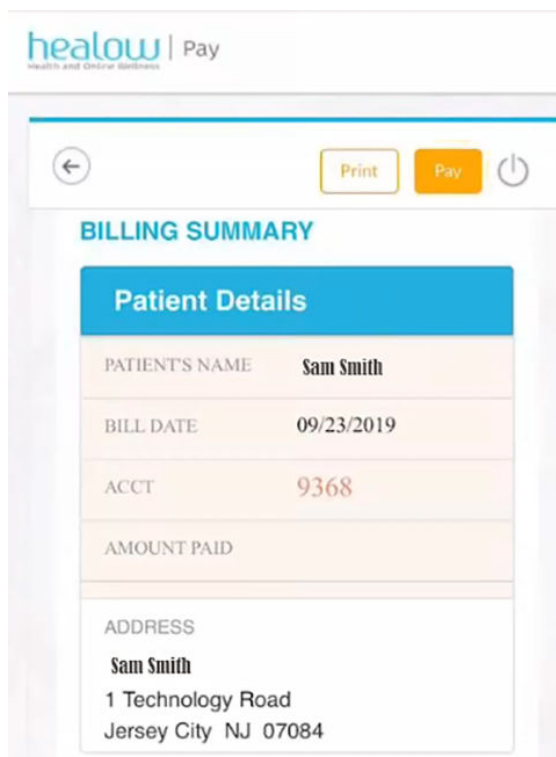
A window opens to enter the verification code.

4. Enter the verification code:



5. Click *Submit*.
The Billing Summary window opens, displaying the statements.
6. (*Optional*) Scroll down to view the statement details.

7. (Optional) After reviewing the statement, click *Pay* to make a payment, or click *Print* to print the statement:



The screenshot displays the healow Pay patient view interface. At the top, the logo "healow | Pay" is visible with the tagline "Health and Online Billing" below it. Below the logo is a navigation bar with a back arrow, a "Print" button, a "Pay" button, and a power icon. The main content area is titled "BILLING SUMMARY" and contains a "Patient Details" section. This section is a table with the following information:

Patient Details	
PATIENT'S NAME	Sam Smith
BILL DATE	09/23/2019
ACCT	9368
AMOUNT PAID	
ADDRESS	
Sam Smith	
1 Technology Road	
Jersey City NJ 07084	

Accessing Statements Using the Code Provided in the Text Message

Statements can also be accessed using the code provided in the text message, or also found on the paper statement.

To access statements using the statement code:

1. Access the healowpay.com URL from a browser.
2. Enter the Statement Code from the text message received, or also found on the paper statement.
3. Enter the user's last name.

- Click the *Login* button:

healow | Pay
Health and Social Systems

Login Using Your Statement Code [?]

Enter Statement Code

Enter Last Name

Login

[Click Here if you do not have the Statement Code](#)

The Account Details window opens. This window displays the statement balance and statement details, and provides the options to pay by check or card:

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Health and Social Systems

Account Details ⏻

Patient
Sam Smith

Practice
Westborough Medical Associates
112 Turnpike Road Suite 100, Westborough, MA, 01581

11/22/2019 Due Date	\$91.70 Statement Amount	\$64.43 Balance Due
------------------------	-----------------------------	------------------------

[View Statement Details](#) Pay by Check Pay by Card

[View past transactions for the practice](#)

Note: If you have visited multiple practices that use healow Pay, the pending payments for each of the locations will display. Statements are viewable for up to 60 days. However, if a practice sends a statement from the same location within the 60-day period, the previous statement becomes unavailable, and is replaced by the new statement. Statements from different facility locations will not replace previous statements. All statements expire after 60 days.

5. (Optional) If you do not have a code, click the link below the *Login* button:



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Login Using Your Statement Code

Enter Statement Code

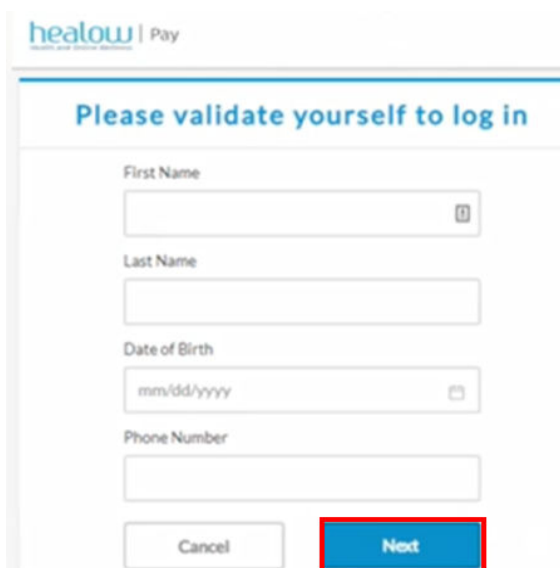
Enter Last Name

Login

[Click Here if you do not have the Statement Code](#)

The *Please validate yourself to log in* window opens.

6. Complete all the required fields, and click *Next* to access the statement:



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Please validate yourself to log in

First Name

Last Name

Date of Birth

Phone Number

Cancel Next

APPENDIX A: NOTICES

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