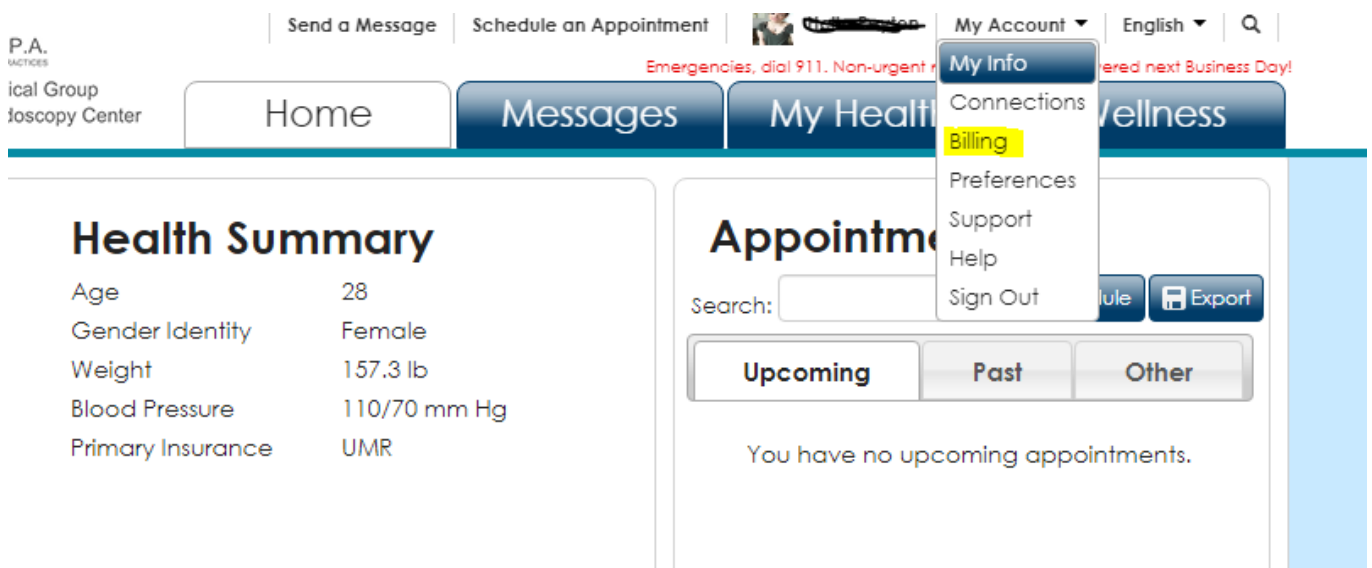


# Pay Your Bills Online Through the Patient Portal

If you have any questions about your account, please call the billing department at (919) 341-3552.

1. **Log into your patient portal:** <https://raleighmedicalgroup.followmyhealth.com>
2. **From your Home page, click on the “My Account” menu at the top right. Then click on Billing. You will be redirected to the Billing screen.**



The screenshot shows the patient portal interface. At the top, there are navigation links: "Send a Message", "Schedule an Appointment", and a user profile icon. Below these are buttons for "Home", "Messages", "My Health", and "Wellness". A "My Account" dropdown menu is open, showing options: "My Info", "Connections", "Billing" (highlighted in yellow), "Preferences", "Support", "Help", and "Sign Out". On the left, a "Health Summary" section lists: Age 28, Gender Identity Female, Weight 157.3 lb, Blood Pressure 110/70 mm Hg, and Primary Insurance UMR. On the right, an "Appointments" section has a search bar and buttons for "Upcoming", "Past", and "Other". Below the "Upcoming" button, it says "You have no upcoming appointments."

3. **On the Billing screen, any invoices you are responsible for will be listed first. Select the invoice(s) you would like to pay by using the check boxes to the left. Or select “pay all invoices” to pay all invoices you currently owe.**

**Billing** Select an Organization: [Organization Name] ▼

Expand All

If you have questions regarding your bill, please contact our billing department at 541-754-1279. 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	[Patient Name]	[Provider Name]	OFFICE/OUTPATIENT VI...	\$73	\$23	\$0	\$50
<input checked="" type="checkbox"/>	5/8/2013	2517700	[Patient Name]	[Provider Name]	OFFICE/OUTPATIENT VI...	\$73	\$57	\$0	\$16
<input type="checkbox"/>	5/6/2013	2517699	[Patient Name]	[Provider Name]	OFFICE/OUTPATIENT VI...	\$73	\$57	\$0	\$16

Pay Now Amount Due Now: \$80

**▶ Pending With Insurance [0]**

**▼ Paid Invoices [2]**

Date	Invoice	Patient	Provider	Procedure	Charges	Insurance Payments	Patient Payments
6/18/2013	2518078	[Patient Name]			\$120	\$0	\$150
5/10/2013	2517698	[Patient Name]			\$73	\$0	\$100

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

- Before you proceed, make sure to disable your internet pop up blocker! The payment screen will open in a new, secure window.**
- In the box below the invoices, make sure the total amount you would like to pay is correct. Then click "Pay Now".**

**▼ Patient Responsibility [3]**

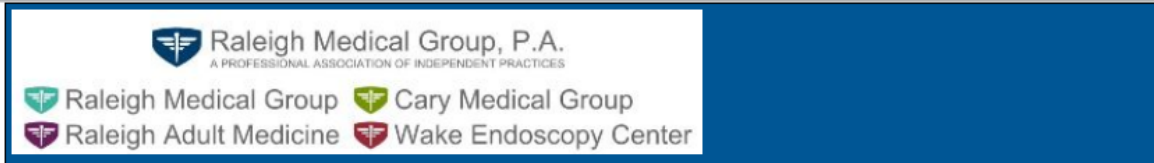
Pay All Invoices

	Date	Invoice	Patient	Provider	Procedure	Charges	Due Now	Insurance Payments	Patient Payments
<input type="checkbox"/>	6/18/2013	2518077	[Patient Name]	[Provider Name]	OFFICE/OUTPATIENT VI...	\$73	\$23	\$0	\$50
<input checked="" type="checkbox"/>	5/8/2013	2517700	[Patient Name]	[Provider Name]	OFFICE/OUTPATIENT VI...	\$73	\$57	\$0	\$16
<input type="checkbox"/>	5/6/2013	2517699	[Patient Name]	[Provider Name]	OFFICE/OUTPATIENT VI...	\$73	\$57	\$0	\$16

Pay Now Amount Due Now: \$80

**▶ Pending With Insurance [0]**

- A new, secure payment window will open. Input your payment information, and click "Process Transaction".**



Amount : \$1

Ticket :

Account Holder Name:  \*

Billing Address:  \*

City:  \*

State:  \*

Zip Code:  \*

Credit Card Number:  \*

Expiration:  (mmyy) \*

CVV/CVC:  \*



**7. After you click Process Transaction, your receipt will be displayed. Please save or print this for your records.**

Thank you for your payment. Please allow 1 (one) business day for processing. Have a great day! **\*\*FollowMyHealth does not store any credit card information.**

Invoice	Amount	
15739390	\$1.0000	Receipt Number: 028-0105846397
		Authorization Code: 02102P
		Current Date: 11/21/2013
Total	\$1	MRN Number: 1361430

**8. Your portal will now display this invoice as “pending”. Please allow us 24 hours to process your payment. You can now re-enable your pop up blocker.**

***\*If you click “Pay Now” and a new window does not open, check to see if your pop up blocker caught it. If you cannot open the payment window, please log out, make sure your pop up blocker is turned off, and then log back in! If your pop up blocker prevents the payment screen from opening, your invoice will be marked as “pending” but we will not receive any payment from you.***

If you have any questions about your billing account, please call the billing department at (919) 341-3552.