

Billing Questions

1. How do I make a payment?

There are several options for making payments.

- 1) **In-Person:** At the time of service or during clinic hours, Monday through Friday.
- 2) **Phone:** Call the Billing Office at (307) 764-1602.
- 3) **Patient Portal:** Pay through the Portal. This is the easiest and fastest payment method.
- 4) **By Mail:** Mail payments with your statement to the billing service address listed on the statement. Remember to include your account number with the payment. (Note: Our billing collection agency is located in Belfast, ME, so payments will take a little longer to be received.)

2. I received a bill in the mail but I think I already paid the balance. How do I find out if I owe anything?

For all billing questions and those about your current account balance, you may contact our Billing Office at (307) 764-1602.

3. I don't think my bill is correct, who can I talk to about the details?

For all billing questions, you may contact our Billing Office at (307) 764-1602.

4. I have an outstanding balance but I can't pay it all. Can I get on a payment plan?

Yes, we can set-up payment plans for patients at anytime, but it is the patient's responsibility to make timely monthly payments. To set-up a payment plan, you may call the Billing Office at (307) 764-1602 or set one up at your next visit.

5. I don't have insurance, can I still be seen? How much will it cost?

Heritage Health Center treats anyone regardless of insurance or ability to pay. Patients who do not have insurance or have a high deductible plan, can apply for our Sliding Fee Scale that provides services to patients at discounted rates based on their household size and income. (For more information, see SFS questions.)