

Frequently Asked Questions on eStatements

Question	Answer
Why am I getting a bill now when I never received one before?	Our practice recently changed billing services to improve accuracy. We have written off all balances from before November 1, 2023. The statements you see now reflect only your insurance responsibility (co-pays, co-insurance, deductibles) for visits after that date.
What does "write-off" mean? Did my insurance pay for it?	A write-off means the practice has forgiven the balance. You do not owe any amount for services before November 1, 2023. This was a practice decision to provide a fresh start for our patients.
How do I pay my new balance?	The easiest way is through the Healow Patient Portal. You can also pay by phone, mail, or in person at your next visit. Instructions are on your statement.
I see a balance on the portal but I thought I paid on my visit. What should I do?	Sometimes insurance applies a co-insurance after the fact. Please call our billing team, and we will review the details with you.
Do I need to enroll in the portal to get statements?	You will continue to receive paper statements if you prefer, but the portal offers faster access, payment options, and secure messaging. We encourage enrollment.
Will I receive a statement for old balances if I don't pay the new one?	No. Old balances were removed from our system. Only charges from November 1, 2023, onward will appear on future statements.