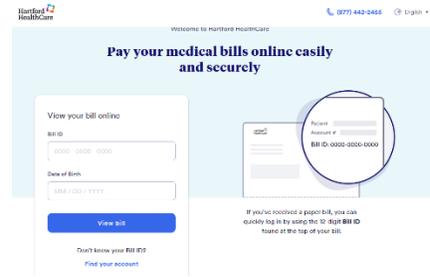


Paying your bill just got easier

Hartford HealthCare has recently upgraded its billing system to provide you with 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. With our new system you can access bills, make payments and more by visiting pay.hartfordhealthcare.org.



Here are answers to the most frequently-asked questions.

How do I access my account in your billing system?

To securely view and pay your bills online, visit pay.hartfordhealthcare.org and enter your Bill ID and date of birth. If you don't know your Bill ID, click "Find Your Account" and follow the instructions for next steps. Additionally, if you received electronic bill notifications via text message and/or email, click on the link in the message to directly access your account.

Where can I find my Bill ID?

Your Bill ID is a 12-digit number that can be found at the upper right hand corner of your monthly paper statement as well as at the top of electronic bill notifications that you may have received via email.

I do not see a recent visit reflected in the billing system.

When will my bill be ready?

Sometimes there is a delay between the time of your visit and when the bill is ready to view. We will promptly alert you when your bill is ready via monthly paper statement, text message and/or email, depending on your notification preferences.

How do I pay my bill?

Hartford HealthCare gives you several ways to pay bills, including:

- Visiting pay.hartfordhealthcare.org, retrieving your account and following the payment instructions.
- Clicking the link displayed in text message and/or email notifications and following the payment instructions.
- Scanning the QR code printed on your monthly paper statement with your mobile device camera and following the payment instructions.
- Submitting your payment information over the phone by calling the pay by phone number listed at the bottom of the front page of your monthly paper statement.
- Mailing check or money order with the payment slip included with your monthly paper statement.

Which payment methods do you accept?

Hartford HealthCare accepts payment via credit/debit card, electronic check payment (ACH), Apple Pay (if you're using an Apple device), Google Pay (if you're using an Android device), check and money order. Please do not send cash by mail.

MyChartPLUS, Hartford HealthCare's electronic health record, is always available and you will be able to pay through MyChartPLUS or through pay.hartfordhealthcare.org

What if I am unable to pay the total outstanding balance all at once?

Hartford HealthCare understands that paying medical bills can be difficult and we offer flexible payment options to make it easier. Visit pay.hartfordhealthcare.org to:

- Set up a custom payment plan by selecting the payment frequency, duration and date of first payment.
- Make a partial payment by entering the amount that you wish to pay today. Note: You are still responsible for paying the total balance by the payment due date.

Additionally, you can get help by getting in touch with our customer service team at **877-HHC-BILL**.

How do I sign up to receive or opt out of electronic bill notifications via text message and/or email?

To manage electronic bill notification settings, access your account at pay.hartfordhealthcare.org and go to "My Account" (click on the circle with your initials at the top right corner of the page). There you can view the contact information that we have on file for you as well as modify bill notification settings. If you don't see your mobile phone number and/or email address listed or if any of your contact information is incorrect, please contact **877-HHC-BILL** to add or update it.

How do you keep my personal and payment information safe?

It's Hartford HealthCare's top priority to protect the security of your personal and financial information. Your online payment instructions are sent over a secure internet connection with industry standard encryption (SSL) and electronic payments are sent through a payment processor with guaranteed protection against unauthorized transactions. Hartford HealthCare and agents acting on our behalf will never share your personal information with anybody else.