

When will I receive my eStatement?

After you check-in using Health iPASS, you will receive an emailed statement (or eStatement) for any remaining balance for that visit after insurance has paid your claim.

Paying your eStatement balance is easy!

1) Card-on-File (CoF)

- a. When you check-in at the Health iPASS kiosk, swipe your desired payment method for both the time of service charges and the balance resulting from this visit.
- b. Signing the kiosk and completing the check-in authorizes South Shore Orthopedics' bank to keep your payment information on file. Don't worry, your information is secure and will be used to pay the remaining balance **for this visit only.**
- c. After the claim has been processed and paid by your insurance company, you will receive an eStatement indicating that your card will be charged for any remaining balance in seven (7) business days.
- d. You're all set! You don't have to do anything more to complete the payment. However, if you would like to make other payment arrangements, contact South Shore Orthopedics' billing office at (781) 337-5555.

2) Online Bill Pay

- a. If you have not chosen to keep a COF, you will still receive an eStatement with any remaining balance after your insurance has processed the claim.
- b. To pay, click on the "Make a Payment" button in the eStatement.
- c. The Online Bill Pay webpage will open. Review the pre-populated Patient Information and Payment sections then click "Continue."
- d. Simply enter your Payment Details (a debit or credit card) on the next screen and click "Pay Now" to finish paying your balance.

To see further details about the visit on your eStatement, just login to the Health iPASS patient portal using the credentials in your Enrollment email. You can also access and manage your account using the Health iPASS app (Android and iOS).