



healow PAY - PATIENT USER GUIDE

healow Pay - May 2021



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healow PAY

healow Pay™ is an easy and convenient way to pay your outstanding invoices, anywhere and anytime, from a simple link received via text or e-mail. As an added perk of this service, healow Pay offers the ability to go paperless by enabling you to access your statements online.

healow Pay - Patient View

Electronic statements can be accessed from a text message sent by the practice, or by accessing the healow Pay URL from a computer browser. For more information, refer to the following sections:

- [Accessing Statements Using the Link Provided Via Text Message](#)
- [Accessing Statements Using the Code Provided in the Text Message](#)

Accessing Statements Using the Link Provided Via Text Message

To access statements using the link provided via text message:

1. Open the text message that you received.

The message will contain the practice phone number, a link, and a code to access the electronic statements by either clicking the link or using the code to access healow Pay from a computer browser.

Note: If your practice did not activate healow Pay, the message will not contain the URL link or code information.

2. Click the link contained within the message:

This is a msg from
Westborough Medical Associates
for Sam. Your new balance is
\$91.70. Call [508-475-0600](tel:508-475-0600) with
questions.
Click below to pay now or use
OakwBq statemencode to pay at
<https://msg.fm/eq2mp1>

The healow Pay window opens and displays the statement details:

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Account Details

Patient
Sam Smith

Practice
Westborough Medical Associates
112 Turnpike Road Suite 100, Westborough,
MA, 01581

11/22/2019 \$ 91.70 \$ 79.58
Due Date Statement Amount Balance Due

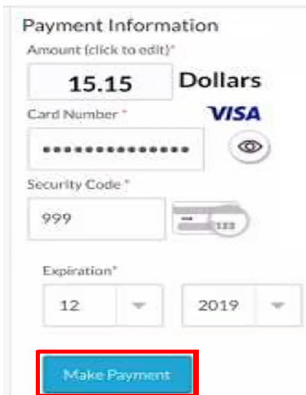

[Pay by Check](#) [Pay by Card](#)

[View Statement Details](#)

[View past transactions for the practice](#)

The following table describes the healow Pay window:

Fields	Description
Patient	Displays the patient's name.
Practice	Displays information about the practice sending the electronic statement.
Due Date	Displays the date when the statement is due.
Statement Amount	Displays the total statement amount.
Balance Due	Displays the remaining balance due.
Pay by Check	<p>(Optional) Click to display the practice location mailing address if sending a check.</p> <p>Note: Payments made with checks or other types of payment methods outside healow Pay will not update the statement amount or balance due. Only payments made using healow Pay will trigger updates to the statement amount and balance due.</p>

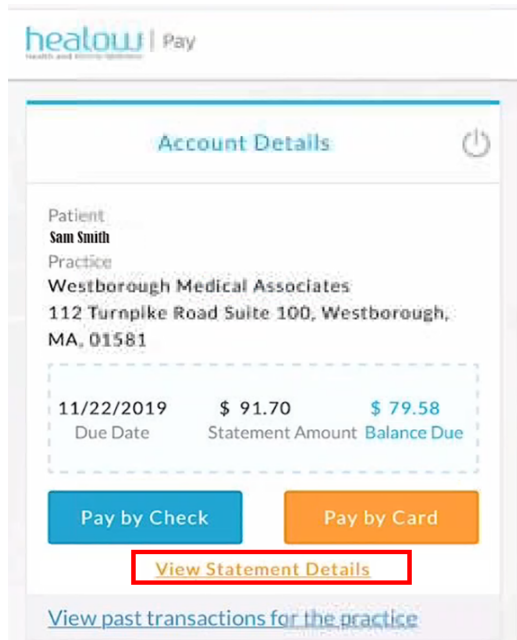
Fields	Description
Pay by Card	<p>Click this option to pay electronically using healow Pay.</p> <p>To pay electronically:</p> <ol style="list-style-type: none"> Click the link. The Payment Information window opens. Locate the <i>Amount</i> box and enter the amount to be paid. Enter the credit card information and click the <i>Make Payment</i> button:  <p>A message displays, confirming the payment was made:</p>  <ol style="list-style-type: none"> (Optional) Click <i>Print</i>.
View Statement Details	Click this option to display a list of all electronic statements. For more information, refer to Viewing Statement Details .
View Past Transactions for the Practice	Click this option to display a list of all transactions and receipts for payments made using healow Pay.

Viewing Statement Details

A detailed list of electronic statements can be accessed from the *Account Details* window.

To access electronic statement details:

1. Click the *View Statement Details* link:



healow Pay

Account Details

Patient
Sam Smith
Practice
Westborough Medical Associates
112 Turnpike Road Suite 100, Westborough,
MA, 01581

11/22/2019 \$ 91.70 \$ 79.58
Due Date Statement Amount Balance Due

Pay by Check Pay by Card

View Statement Details

[View past transactions for the practice](#)

The Authentication Required window opens.

Complete all the fields and click *Next*:



Authentication Required

First Name

Last Name

Date of Birth
 

Phone Number

Back **Next**

Note: The phone number entered must match the number that was previously registered with the practice.

The One Time Code Verification window opens.


2. Select an option for the authentication code to be delivered:
 - ◆ If *Voice* is selected, an automated call is placed to the registered phone number to provide the verification code.
 - ◆ If *Text* is selected, a text is sent to the registered phone number.
3. Click the *Send* button after selecting a delivery option:



The screenshot shows a mobile app interface titled "One Time Code Verification". Below the title, it says "Confirm your identity by receiving a six digit code to your registered phone number." There are two buttons: "Text" (highlighted with an orange border) and "Voice" (highlighted with a grey border). At the bottom, there are "Cancel" and "Send" buttons. The "Send" button is highlighted with a red border.

A window opens to enter the verification code.

4. Enter the verification code:



The screenshot shows the same "One Time Code Verification" screen, but now it says "Please enter the 6-digit code which you received." Below this, there is a text input field labeled "Enter One Time Code" (highlighted with a red border). At the bottom, there are "Back" and "Submit" buttons. The "Submit" button is highlighted with a red border. Below the buttons, there is a link that says "Did not receive code? Resend".

5. Click *Submit*.

The Billing Summary window opens, displaying the statements.
6. (Optional) Scroll down to view the statement details.

7. (Optional) After reviewing the statement, click *Pay* to make a payment, or click *Print* to print the statement:

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← Print Pay ⏻

BILLING SUMMARY

Patient Details

PATIENT'S NAME	Sam Smith
BILL DATE	09/23/2019
ACCT	9368
AMOUNT PAID	

ADDRESS

Sam Smith
1 Technology Road
Jersey City NJ 07084

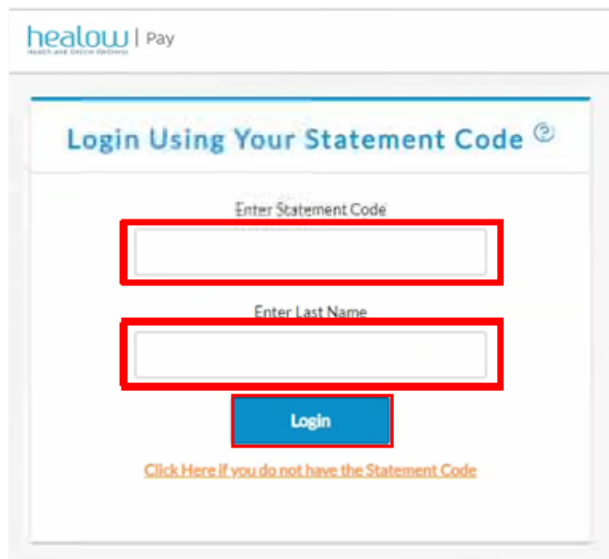
Accessing Statements Using the Code Provided in the Text Message

Statements can also be accessed using the code provided in the text message, or also found on the paper statement.

To access statements using the statement code:

1. Access the healowpay.com URL from a browser.
2. Enter the Statement Code from the text message received, or also found on the paper statement.
3. Enter the user's last name.

4. Click the *Login* button:



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Login Using Your Statement Code [?]

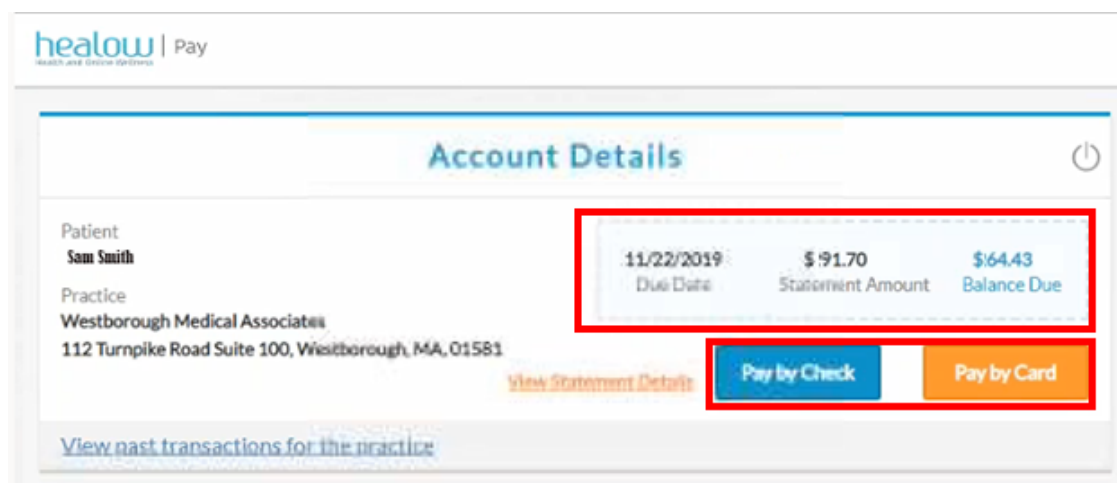
Enter Statement Code

Enter Last Name

Login

[Click Here if you do not have the Statement Code](#)

The Account Details window opens. This window displays the statement balance and statement details, and provides the options to pay by check or card:



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Account Details [?]

Patient
Sam Smith

Practice
Westborough Medical Associates
112 Turnpike Road Suite 100, Westborough, MA, 01581

11/22/2019	\$ 91.70	\$ 64.43
Due Date	Statement Amount	Balance Due

[View Statement Details](#)

[View past transactions for the practice](#)

Pay by Check Pay by Card

Note: If you have visited multiple practices that use healow Pay, the pending payments for each of the locations will display. Statements are viewable for up to 60 days. However, if a practice sends a statement from the same location within the 60-day period, the previous statement becomes unavailable, and is replaced by the new statement. Statements from different facility locations will not replace previous statements. All statements expire after 60 days.

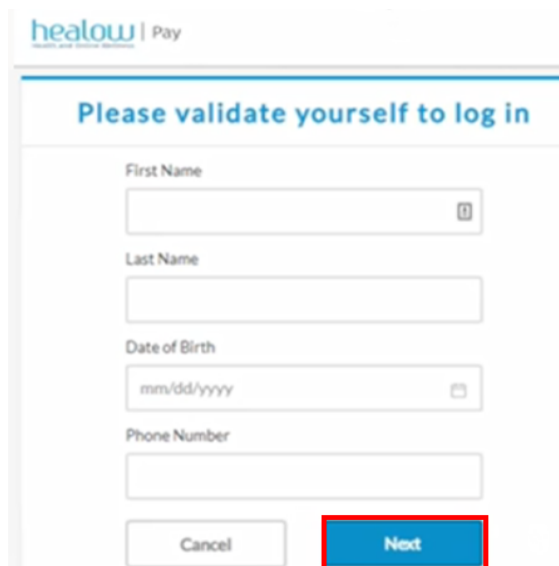
5. (Optional) If you do not have a code, click the link below the *Login* button:



The screenshot shows a web form titled "Login Using Your Statement Code" with a help icon. It contains two input fields: "Enter Statement Code" and "Enter Last Name". Below these fields is a blue "Login" button. At the bottom of the form, there is a red-bordered box containing the text "Click Here if you do not have the Statement Code" in orange.

The *Please validate yourself to log in* window opens.

6. Complete all the required fields, and click *Next* to access the statement:



The screenshot shows a web form titled "Please validate yourself to log in". It contains four input fields: "First Name" (with a required field indicator), "Last Name", "Date of Birth" (with a date format hint "mm/dd/yyyy" and a calendar icon), and "Phone Number". At the bottom of the form, there are two buttons: a "Cancel" button and a blue "Next" button, which is highlighted with a red border.

APPENDIX A: NOTICES

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