

## Frequently Asked Questions Upgraded Billing System

We recently upgraded our billing system to ensure that you have 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. Access your bills, make payments and more by visiting [pay.optum-ny.com](https://pay.optum-ny.com).

- **All your bills in one place**

View ready bills for recent hospital stays and physician visits, track updates to your account, and access your billing and payment history on-demand.

- **Modern bill reminders**

Never miss a payment with text message and email notifications, in addition to the monthly paper statements you're accustomed to receiving in the mail.

- **Ways to pay**

Securely pay bills via credit/debit card and electronic check payment (ACH) as well as on your own terms with customizable payment plans.

### How do I access my account in your billing system?

To securely view and pay your bills online, visit [pay.optum-ny.com](https://pay.optum-ny.com) 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 slight 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 you keep my personal and payment information safe?

It's our 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. Optum Medical Care and agents acting on our behalf will never share your personal information with anybody else.

[east.optum.com](https://east.optum.com)

### How do I pay my bill?

Optum Medical Care gives you several ways to pay bills, including:

- Visiting [pay.optum-ny.com](https://pay.optum-ny.com), 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?

Optum Medical Care accepts payment via credit/debit card, electronic check payment (ACH), check and money order. Please do not send cash by mail.

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

Optum Medical Care understands that paying medical bills can be difficult and we offer flexible payment options to make it easier. Visit [pay.optum-ny.com](https://pay.optum-ny.com) 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 **1-888-859-9473**.

### 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.optum-ny.com](https://pay.optum-ny.com) 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 **1-888-859-9473** to add or update it.