

Billing Text Messages: What Staff Need to Know

What is changing?

We are adding billing-related text messages through Epic's communication platform. Patients who are opted in will be able to receive billing information directly by text.

When does this begin?

The launch will begin Thursday, Oct. 15. Patients creating new MyChart accounts will have the billing text message option available beginning that evening. Patients with existing MyChart accounts should have this option by Saturday, Oct. 17.

What types of texts may patients receive?

Notifications can include:

- Balance updates
- Billing letters
- Estimate-ready notifications
- Financial assistance updates
- Payment confirmations
- Payment reminders
- Statements

Why are we making this change?

Billing texts give patients another convenient way to receive timely information and support our broader efforts to expand digital self-service and make billing interactions easier.

Do patients have to receive billing texts?

No. Patients always have the option to opt out, even if they opted in earlier.

Can patients turn on or turn off only billing texts and continue to receive other texts?

Yes. Billing communication preferences can be adjusted in MyChart.

How can patients update their billing communication preferences?

In MyChart, they can go to the main menu and scroll down. They should click on Communication Preferences under Settings. Under the Billing header, toggle on/off the Text Message button.

What should I do if a patient asks me to help them change their preferences?

If this is part of your role, follow the Epic job aid **Opting a mobile number in or out of billing notifications**. For the most current instructions, open Epic and press F1 to find the article.

What if a patient has a billing question?

Billing texts include the appropriate customer service number:

- Ambulatory and Hospital Billing: **1-866-720-3742**
- Home Health and Hospice Billing: **1-888-242-9333**
- Estimate questions: **540-510-6400, option 2, then option 2**

What should I tell a patient who is worried the text is a scam?

You can explain that Carilion is now sending billing-related text messages through Epic. If the patient is unsure about a message or has questions about their account, encourage them to use MyChart or contact Carilion billing using a known Carilion phone number rather than relying on information from an unexpected message.