

Opting a mobile number in or out of billing notifications

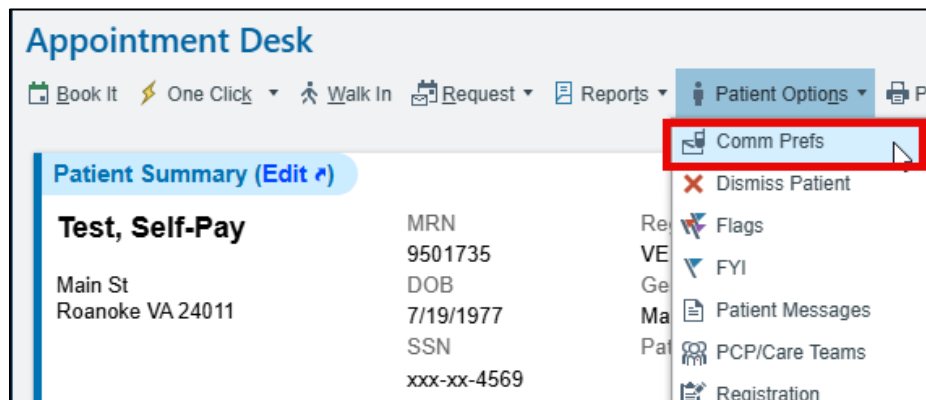
When a mobile number is opted in to text messaging, it is eligible to receive the following billing notifications:

- **Balance Updates**
- **Billing Letters**
- **Estimate Ready**
- **Financial Assistance Updates**
- **Payment Processed**
- **Payment Reminders**
- **Statements**

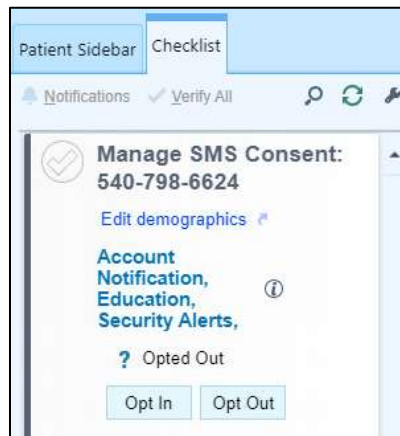
NOTE: Billing notifications are sent to the corresponding guarantor's mobile number if it has been previously opted in to text messaging on an existing Epic patient record.

To opt a mobile number in to text notifications, do the following:

1. Open the **Manage SMS Consent** activity from one of the following locations:
 - a. **Appt Desk > Patient Options > Comm Prefs.**



- b. **Manage Text Message Consent** card on the **Registration Checklist**.



- a. **Guarantor Summary > Digital Access card > Edit > Update Communication Preferences.**

Digital Access

Test Guarantor — Guarantor

Does not receive billing notifications. No MyChart account. Receives paper billing.

[Update Communication Preferences](#)

Communication Preferences

No email on file

217-531-1477

MyChart

Account not active

Never used

Is Paperless?

Paper

2. Select **Opt in** on the **Manage Text Message Consent** card.

Manage Text Message Consent for 540-293-6481

Manage Consent for 540-293-6481

When Opt in is selected, the user will immediately become eligible to receive text messages. A confirmation text message will be sent to the user's mobile phone. When Opt Out is selected, the user will no longer receive text message updates. This phone number is currently sourced from the mobile phone number on the patient record.

Account Notification, Education, Security Alerts,

☒ Declined ☐ **Opt in**

Text messages related to your relationship with Carilion Clinic, including updates related to your visits, MyChart account, one-time passcode, billing notifications, prescription reminders, and care management will be sent to phone number above. Message and data rates may apply. Message frequency may vary. For help text HELP and text STOP to opt out of notifications from a specific short code. Please review terms and conditions and privacy policy below.

[Terms and Conditions](#)

[Privacy Policy](#)

The following text message preferences turn green:

- **General Text Message Communication**
- **Appointments**
- **Billing**

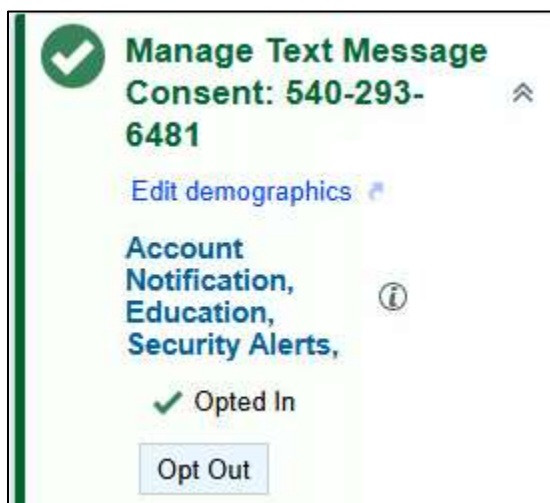
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Communication Preferences					
Expand All Groups	Mail	Phone	Text Message	Email	MyChart
General Communication Preference					
> To Do	—	—	—		—
> News and Announcements					
> Questionnaires	—	—			—
> Account Management	—	—			—
> Telehealth	—	—			—
> Appointments					
> Billing		—			—

NOTE: Text reminders are on when the text icon appears in color.

3. Click **Mark as Reviewed**.
4. Click **Accept**.

After a mobile number is opted in, a green check mark is displayed next to it on the **Manage Text Message Consent** card.



 **Manage Text Message Consent: 540-293-6481** 

[Edit demographics](#) 

Account Notification, Education, Security Alerts, 

 **Opted In**

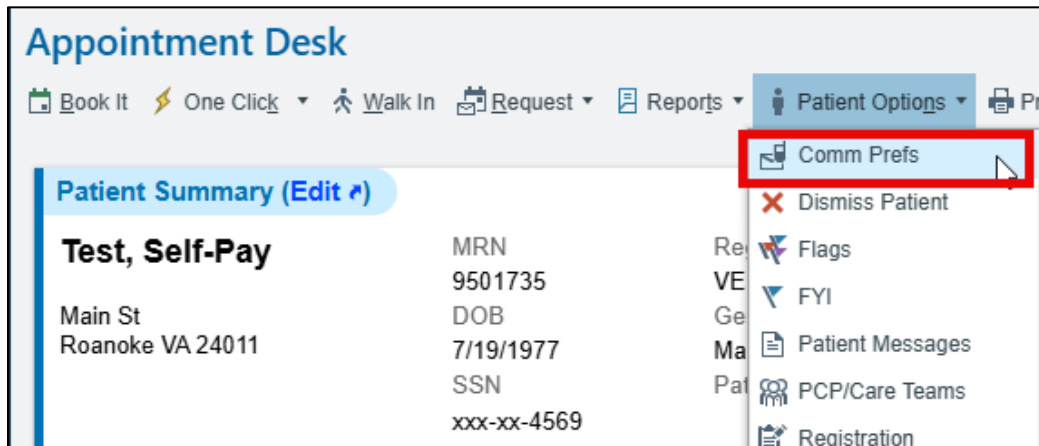
[Opt Out](#)

NOTE: Mobile numbers already opted in to text reminders receive billing texts automatically.

Opting out of billing notifications

To opt a mobile number out of billing notifications, do the following:

1. Open **Communication Preferences**.



The **Communication Preferences** dialog box is displayed.

2. Click the drop-down arrow next to **Billing** preferences.
3. Deselect the text icon for the applicable notification.

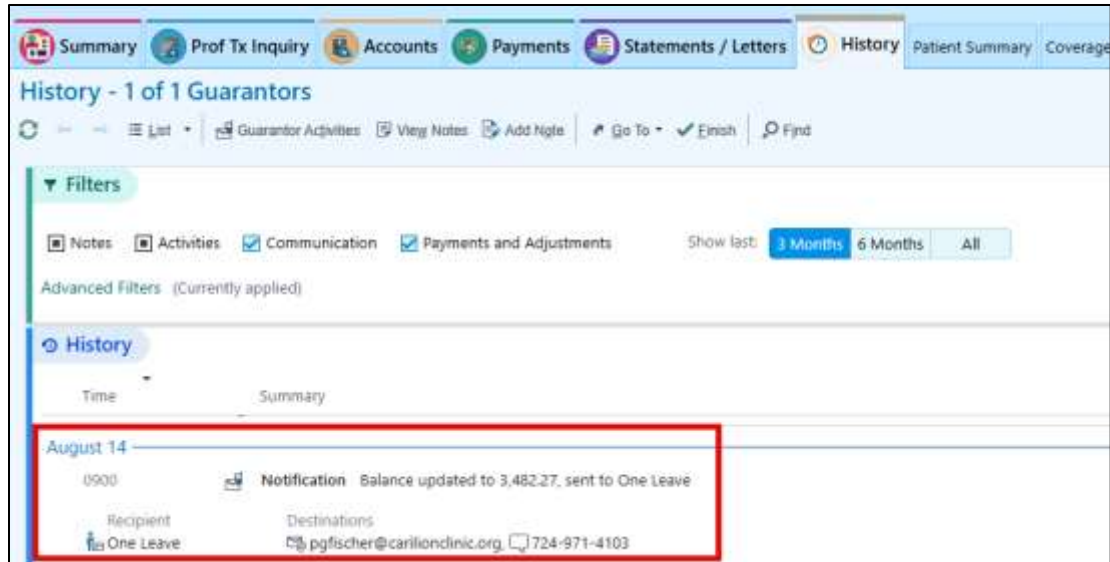
Billing						
Balance Updates	—	—	—	—	—	—
Billing Letter	—	—	—	—	—	—
Estimate Ready	—	—	—	—	—	—
Financial Assistance Update	—	—	—	—	—	—
Payment Processed	—	—	—	—	—	—
Payment Reminder	—	—	—	—	—	—
Statement	—	—	—	—	—	—

NOTE: Text reminders are turned off when the phone icon is displayed without color.

5. Click **Mark as Reviewed**.
6. Click **Accept**.

Review billing notification texts

Billing notifications are tracked on the **History** tab of the corresponding guarantor account.



All billing texts include one of the following billing customer service phone numbers for patient questions or concerns:

- **Carilion Home Health and Hospice Billing:** 1-888-242-9333.
- **Carilion Ambulatory and Hospital Billing:** 1-866-720-3742.
- **Estimate-related texts:** 540-510-6400, Option 2, Option 2.