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:

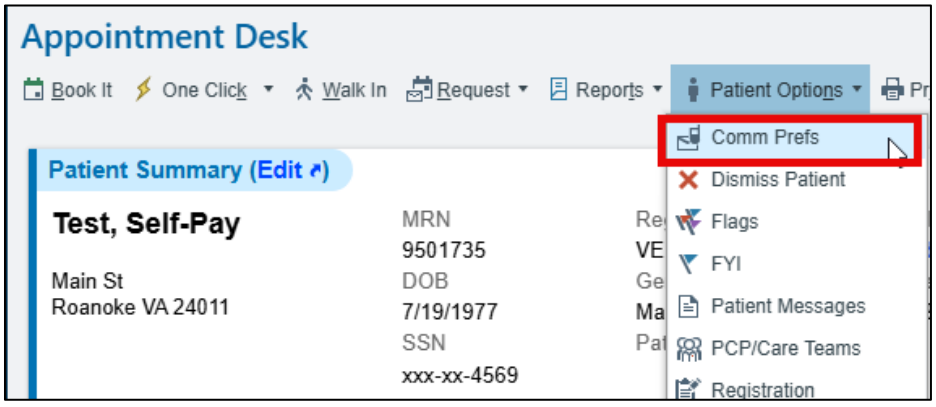
- **Balance Updates**
- **Billing Letters**
- **Estimate Ready**
- **Financial Assistance Updates**
- **Payment Processed**
- **Payment Reminders**
- **Statements**

***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.*

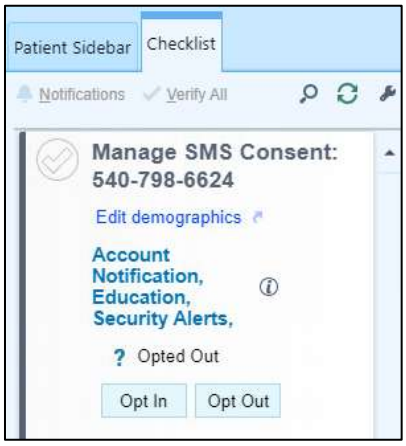
To opt a mobile number in to text notifications, do the following:

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.**

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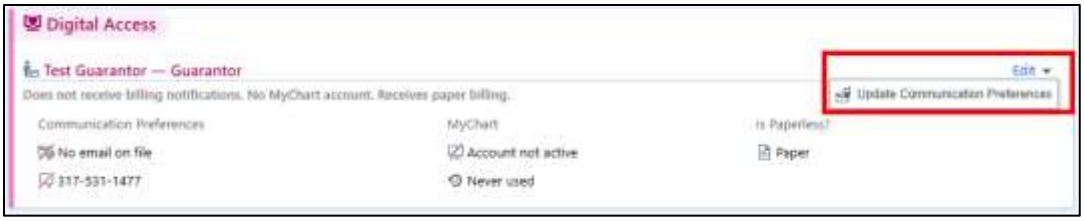
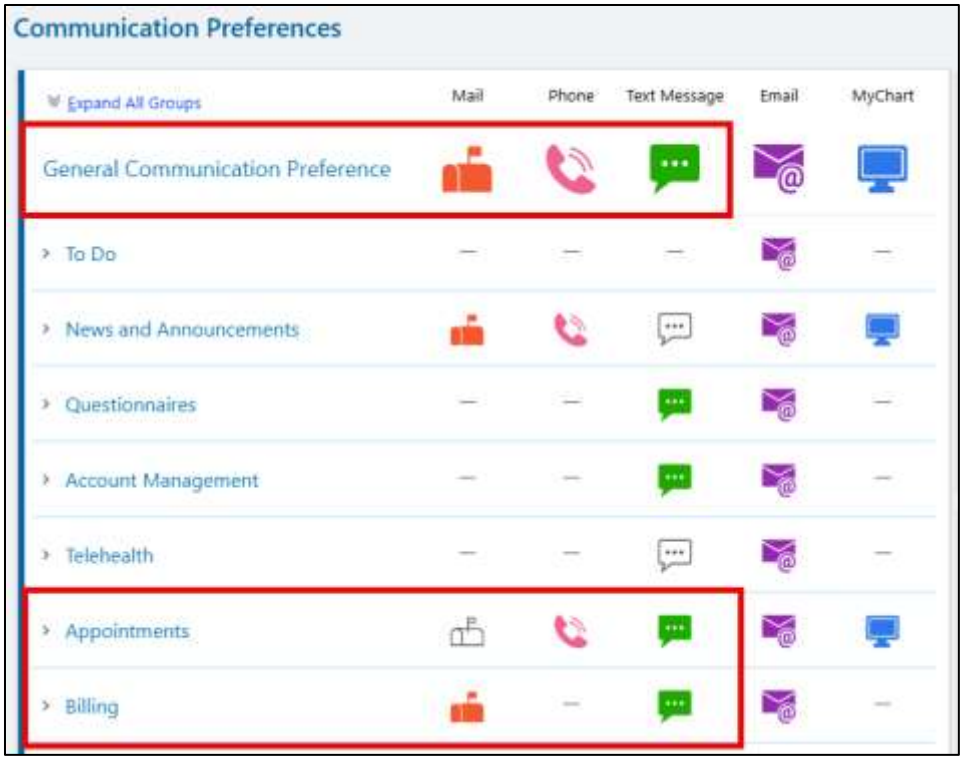


2. Select **Opt in** on the **Manage Text Message Consent** card.

The following text message preferences turn green:

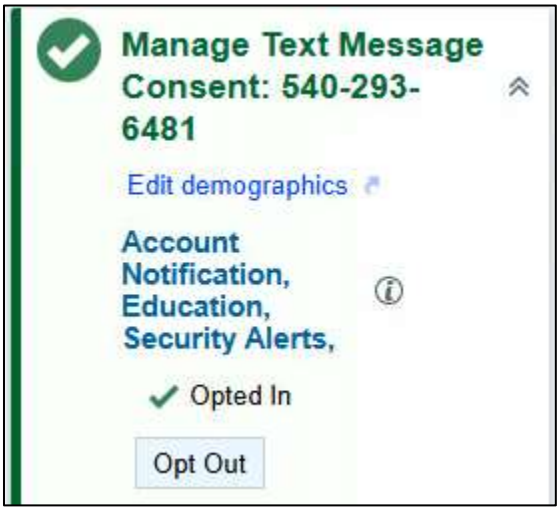
- **General Text Message Communication**
- **Appointments**
- **Billing**



***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.

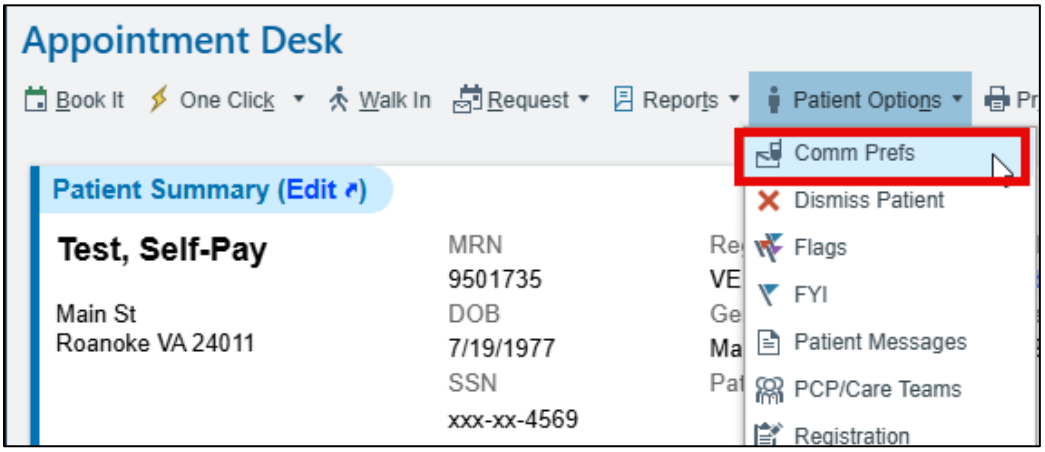


***NOTE**: Mobile numbers already opted in to text reminders receive billing texts automatically.*

Opting out of billing notifications

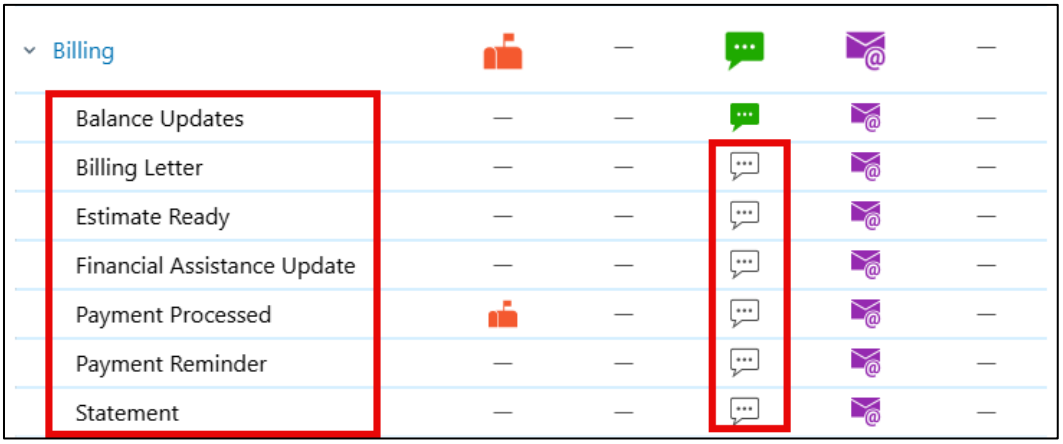
To opt a mobile number out of billing notifications, do the following:

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.

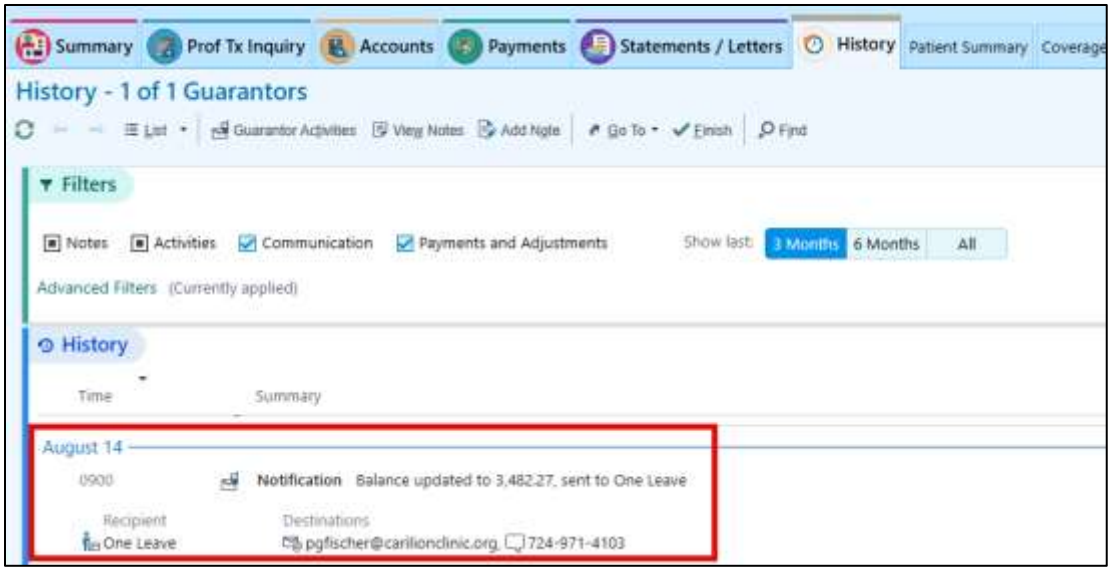


***NOTE**: Text reminders are turned off when the phone icon is displayed without color.*

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.