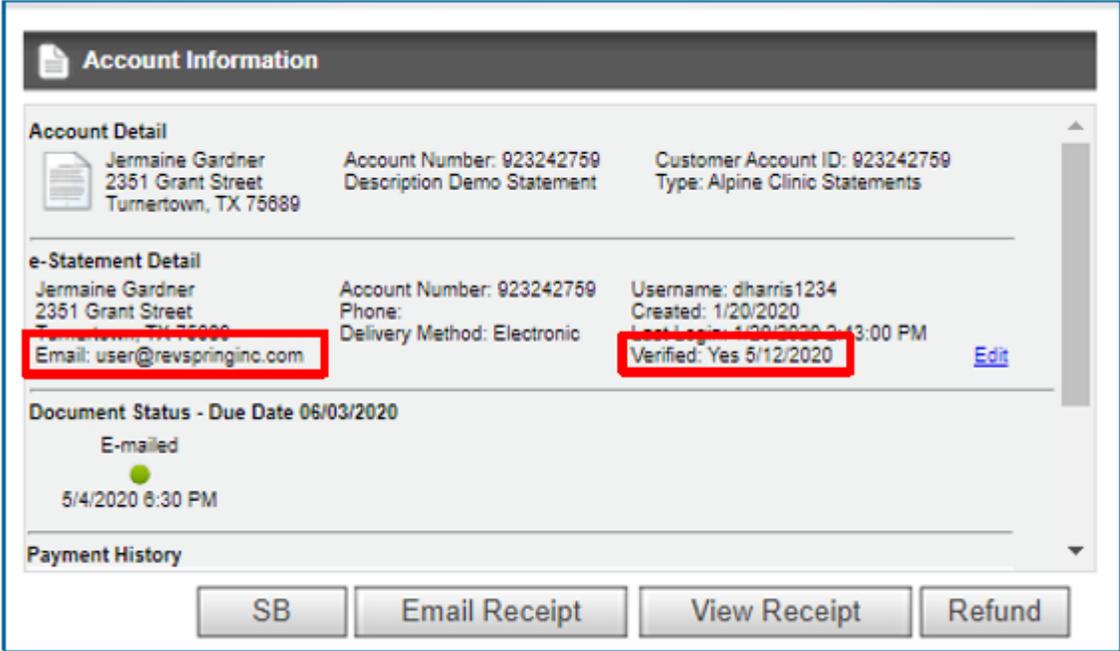


## Patient Statements FAQ Document

### A consumer called and said he/she enrolled in e-statements but are receiving their paper statements in the mail. How do I resolve this?

Look up the consumer's name/account number in the Customer Support tab - the consumer should have a SB button at the bottom of the Search Results section. If you see this, then that means that the consumer did enroll in e-statements but either did not receive the verification e-mail or did not click on the link in the verification e-mail.

1) Double check that the consumer's e-mail address is correct by looking at the mySecureBill Detail under Account Information the section. If the e-mail listed is not correct, click Edit link, update their e-mail address, and then click Save. Follow steps in #2 to resend the verification email.



The screenshot displays the 'Account Information' page for a patient. It is divided into several sections:

- Account Detail:** Jermaine Gardner, 2351 Grant Street, Turnertown, TX 75689. Account Number: 923242759. Description: Demo Statement. Customer Account ID: 923242759. Type: Alpine Clinic Statements.
- e-Statement Detail:** Jermaine Gardner, 2351 Grant Street, Turnertown, TX 75689. Account Number: 923242759. Phone: [Redacted]. Delivery Method: Electronic. Username: dharris1234. Created: 1/20/2020. Last Login: 1/20/2020 2:13:00 PM. Email: [user@revspringinc.com](mailto:user@revspringinc.com) (highlighted in red). Verified: Yes 5/12/2020 (highlighted in red). An [Edit](#) link is visible.
- Document Status - Due Date 06/03/2020:** E-mailed on 5/4/2020 6:30 PM.
- Payment History:** A section with a downward arrow.

At the bottom of the page, there are four buttons: SB, Email Receipt, View Receipt, and Refund.

2) If the email address is correct but the account was never verified, you can resend the verification e-mail by clicking Edit – then click Send verify email. You can also verify the account for the consumer by checking Email Verified. \*Please use caution if you decide to verify the email address for the consumer. There is a risk that the consumer's e-mail address is actually incorrect, or their spam filter is marking the email as junk, preventing them from receiving future notifications.



mySecureBill Account Details

User Login: dharris1234

Password: \*\*\*\*\* [Change](#)

Name: Jermaine Gardner

Delivery Method: Electronic

Email: user@revspringinc.com

Text Message Delivery: No

Cell Phone:

Email Verified:

Active:

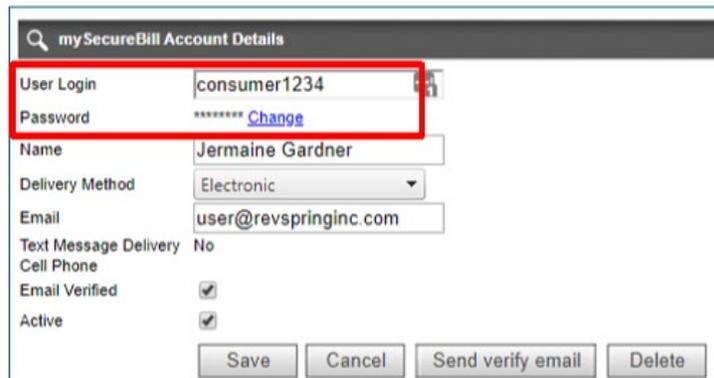
Buttons: Save, Cancel, **Send verify email**, Delete

**A consumer has called and wants to delete their mySecureBill account. How do I do this?**

- 1.) Look up the consumer's name/account number in the Customer Support tab - the consumer should have a SB button at the bottom of the Search Results section.
- 2.) Click the Edit link in the Account Information area. This will bring up the consumer's mySecureBill Account Details.
- 3.) On the right-hand side of the screen, select the Delete button to delete the consumer from mySecureBill.
- 4.) Confirm the delete action in the pop-up. Once a consumer is deleted, this cannot be undone.
- 5.) Once the button is clicked, the consumer's account will be deleted, and he/she will be switched back to receiving paper statements. The payment history will be retained in myEasyView.

**How do I change a consumer's username or password?**

- 1.) Look up the consumer's name/account number in the Customer Support tab.
- 2.) Click the Edit link in the Account Information area. This will bring up the consumer's mySecureBill Account Details. From here, you can enter the preferred username in the User Login field and click Save. To reset the password, click Change and enter a new password or use the Generate button to generate a random password. Click Change Password.



mySecureBill Account Details

User Login: consumer1234

Password: \*\*\*\*\* [Change](#)

Name: Jermaine Gardner

Delivery Method: Electronic

Email: user@revspringinc.com

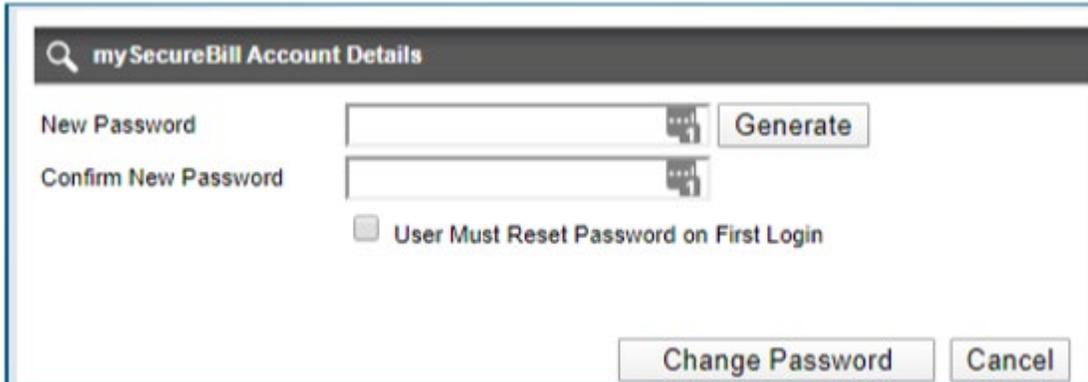
Text Message Delivery: No

Cell Phone:

Email Verified:

Active:

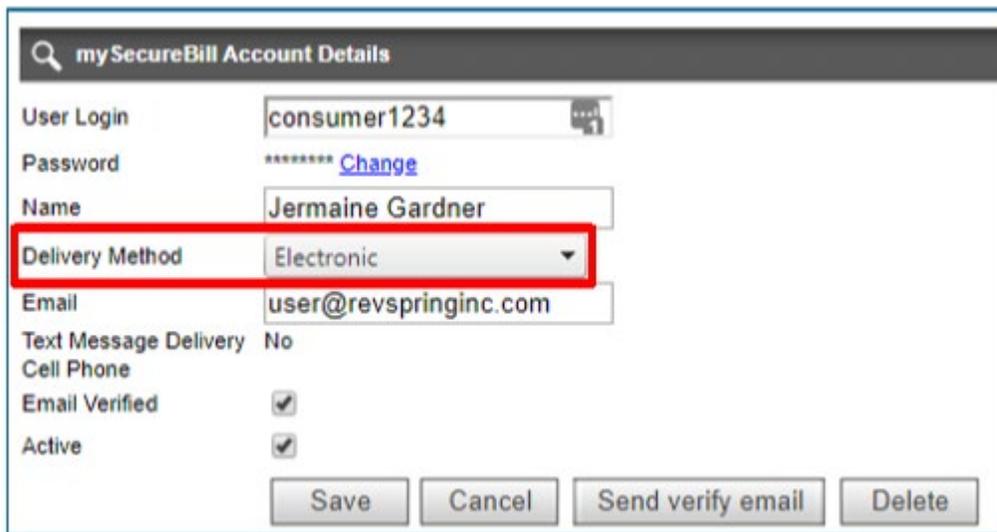
Buttons: Save, Cancel, Send verify email, Delete



The screenshot shows a web form titled "mySecureBill Account Details". It contains two input fields for "New Password" and "Confirm New Password", each with a "Generate" button to its right. Below these fields is a checkbox labeled "User Must Reset Password on First Login". At the bottom right of the form are two buttons: "Change Password" and "Cancel".

### How do I change a consumer's delivery preference?

- 1.) Look up the consumer's name/account number in the Customer Support tab.
- 2.) Click the Edit link in the Account Information area. This will bring up the consumer's mySecureBill Account Details. From here, you can change the Delivery Preference using the dropdown options and click Save.

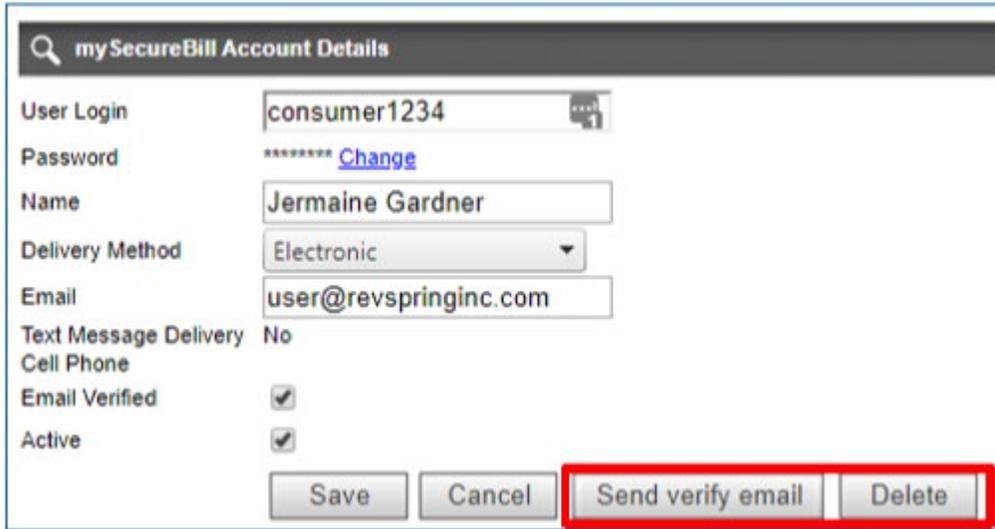


The screenshot shows the "mySecureBill Account Details" form with the following fields and values: "User Login" is "consumer1234"; "Password" is masked with asterisks and has a "Change" link; "Name" is "Jermaine Gardner"; "Delivery Method" is a dropdown menu currently set to "Electronic", which is highlighted with a red box; "Email" is "user@revspringinc.com"; "Text Message Delivery" is "No"; "Cell Phone" is empty; "Email Verified" and "Active" are both checked with checkboxes. At the bottom are buttons for "Save", "Cancel", "Send verify email", and "Delete".

### A consumer called and wants to sign up for e-statements but when I try to enroll the consumer, the system says he/she has already enrolled. How do I fix this?

*This consumer has previously enrolled but never verified their account, so they continue to receive paper statements.*

- 1.) Look up the consumer's name/account number in the Customer Support tab.
- 2.) Click the Edit link in the Account Information area. Resend the verification email if the email address is still accurate. The account can also be deleted and a new account can be created.



The screenshot shows a web form titled "mySecureBill Account Details". The form contains the following fields and options:

- User Login: consumer1234
- Password: \*\*\*\*\* [Change](#)
- Name: Jermaine Gardner
- Delivery Method: Electronic (dropdown menu)
- Email: user@revspringinc.com
- Text Message Delivery: No
- Cell Phone: (empty field)
- Email Verified:
- Active:

At the bottom of the form, there are four buttons: "Save", "Cancel", "Send verify email", and "Delete". The "Send verify email" and "Delete" buttons are highlighted with a red border.

### **Do myEasyMatch codes ever expire?**

*Standardly, myEasyMatch codes never expire for payments. They will expire after 6 months for enrolling for a mySecureBill account. Expiration timeframes can be customized to be shortened or lengthened.*

### **I uploaded a file but I don't see it listed on the File Management tab. Why?**

*The file may have encountered an error. Your representative will contact you with further details. A new file may need to be regenerated and sent, depending on the error.*

### **What happens if I upload a duplicate file?**

*If the file is uploaded via myEasyView, you may receive a message stating the file is a duplicate and will not be processed. If you uploaded the file via SFTP, an email notification will be generated stating a duplicate upload was identified and that the file will not be processed. One-to-many users may be set up to receive duplicate file notifications.*

### **What's the difference between a suppressed and stricken statement?**

*A suppressed statement is one that has been removed from the print file either due to business rules (low balance, for example) or the statement may have an undeliverable address. A stricken statement has been manually removed from the print file by a myEasyView user in the file review process.*

### **How long do address reports stay in the Reports tab?**

*60 days*