

Online Bill Pay Frequently Asked Questions



Q: Is there a cost for this service?

A: There is no cost for enrolling in and using this payment site.

Q: Do I need any special hardware or software to sign up for this E-Bill Express payment service?

A: No special hardware or software is required to use this service. You will only need Web access and your browser.

Q: Where can I find my Customer Number?

A: You can find your Customer Number on a recent bill.

Q: If an account is in a name other than my own, can I still sign up for E-Bill payment service?

A: Yes, but please be sure to use the correct account number as it appears on the monthly bill.

Q: Will I receive a reminder that I have an E-Bill ready for viewing and paying?

A: If you have enrolled, you will receive an e-mail notification reminding you that an E-Bill has been presented and is ready for payment.

Q: How long does it take to receive a new E-Bill?

A: Your most recent bill is available immediately.

Q: Will I still receive a paper copy of the bill through the U.S. mail?

A: With our commitment to reduce our impact on the environment, you will no longer receive a paper bill through the U.S. mail if you are enrolled in online bill pay.

Q: Can I store or view paid E-Bills?

A: You can only view unpaid E-Bills. You can always use your browser's print function to print or save the bill if you want to keep long-term records, or feel free to call or email us if you need a copy at a later date.

Q: Can I make a payment less than my invoice amount?

A: Yes. Payments can be less than the amount due. You will be required to select a reason for a partial payment.

Q: Can I set up automatic payments through E-Bill Express?

A: Yes. You can set up automatic payments. You will still receive an invoice notice from the E-Bill system

Visit sightpathmedical.com/paymybill today!

If you have questions or need help signing up, please contact us at 1-877-523-0893 or fasttrack@sightpathmedical.com