

# INTERNAL: How to update the phone number showing on a patient billing statement

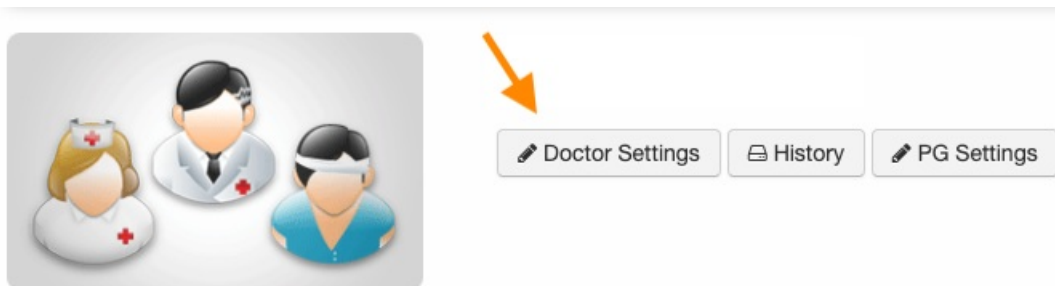
07/24/2024 5:55 pm EDT

If a provider needs to update the number showing on their patient billing statement, you can easily update it for them.

The first thing you will need to understand is whether it is a "For questions about billing call" (blue box below) number or a "To pay by credit card call" (orange box below) number they would like changed/updated.

789 Main Street Baltimore, MD 21126			<b>Statement ID:</b> 124560-106197691-PREVIEW		
<b>Anthony Hall</b> 72504 Mike Pass Suite 008 South David, CT 41445			<b>Statement Date</b>	<b>Pay This Amount</b>	<b>Chart ID</b>
			10/26/2023	\$6,649.34	HAAN000002
			<b>SHOW AMOUNT PAID HERE:</b>	\$	
<b>MAKE CHECKS PAYABLE / REMIT TO:</b>					
789 Main Street Baltimore, MD 21126					
			For questions about billing, call (301) 373-2778.	To pay by credit card, call (410) 787-1234.	
You can also pay by credit card online at <a href="http://onpatient.com">onpatient.com</a> - If you don't have access, call (410) 787-1234 to request an account.					
Please detach and return top portion with your payment.					

Both can be updated on the CRM page under Doctor Settings.



Under Doctor Settings, scroll down under the Billing tab and you will find the following options:

Enable statements mailing	<input type="checkbox"/>	If True, the doctor may mail patient statements through Emdeon.
Use official name on statements	<input type="checkbox"/>	If False, the doctor's name will be used on patient statements for the addresses, instead of their office name.
Patient statement billing phone	<input type="text"/>	Phone number to display as a billing contact on patient statements.
Patient statement cc blocked	<input type="text"/>	Credit Card not Accepted
Patient statement include business logo	<input type="text" value="-----"/>	Print business logo in patient_statement.
Patient statement office	<input type="text" value="-----"/>	Patient statement office
Patient statement show pay cc call	<input type="checkbox"/>	

- **Enable statements mailing** - This will allow the client's patient statements to be sent to Change Healthcare (fka Emdeon) for printing and mailing. There is a charge for this.
  - **Use official name on statements** - This will determine whether the provider's name or the business name is printed on the statements. If it's checked, the business name will appear. If it is not checked, the provider's name will be used.
  - **Patient statement billing phone** - This will show as the number to call if the patient has **billing questions**. (blue box above)
  - **Patient statement cc blocked** - This will inform the patient that credit cards are not accepted.
  - **Patient statement include business logo** - Checking this will include the business logo in the top left corner of the patient statement.
  - **Patient statement office** - This controls which office is listed as the "Please remit to" address
  - **Patient statement show pay cc call** - This will show as the phone number to call **if the patient wants to pay by credit card**. (orange box above)
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