

From SMHWC Billing Department

As we transition to the new Intergy EHR system, if you are a patient that gets billed for any services at our facility you will be getting two statements each month.

One is from our old billing system, RPMS, and it will contain any old balances before 8/15/2016. Dental services are also still being billed through our old system. So, if you go to the dentist you will get a statement out of our OLD billing system. We hope to interface dental into our new EHR system soon to **have all balances on one statement.**

The other statement will come from our new EHR system, Intergy. This will be for any charges after 8/15/2016.

You could possibly be getting two statement each month. Also, our policy is to send a delinquent notice after a balance is over 60 days past due. If you get this notice on your statement it means that we have not received a payment from you for a service, you received more than 60 days ago.

Also, keep in mind that timing plays a big factor in the whole billing process. You could get a statement today, not pay it for a few weeks and by the time you do, a new statement is posted. If you pay right before the new statement is posted, the payment you just made would not have been applied, and so the next statement you get will still have that old balance on it. Payments made at the front desk or through the mail take at least a few days to be processed through our system. Also, if you have charges out to insurance, your copays can be added anytime within the month to impact your statement balance. We process insurance payments daily, with any balance due from patient moved to patient due.

Thanks for being patient as we move to our new system!