

ASHE MEMORIAL HOSPITAL, INC.

Online FAQ

Is it safe to pay my bills electronically?

Yes. An Electronic Credit Card payments use the same safe and secure network that financial institutions, businesses, and governments use to send and receive payments. Information is transmitted using secure encrypted methods.

What if there is a problem with an electronic payment?

For Credit Card transactions you will be immediately notified when the transaction is accepted or denied. If you have provided an email address or have signed up for Online Bill Organizer you will be sent a confirmation of the transaction.

What if I do not receive a receipt?

Your email service may have filters in place to block incoming spam and other automated systems. Check to see if the receipt is being held or quarantined by your email or filtering service. If you still cannot confirm the transaction you can check with your credit card issuer or financial institution or you can call Ashe Memorial Hospital, Inc. customer service during normal business hours.

How do I prove I made a payment if there is no paper trail?

Your Credit Card or Bank Account statement is considered proof of payment. You do not need a paper trail; electronic records carry the same legal standing as paper records. The Online Bill Organizer will also show that a payment has been received.

Will Check or Credit Card Payments sent through the mail show up in Online Bill Organizer?

No. Only online transactions will be reviewable in Online Bill Organizer.

Does the system reflect my current balance?

The system is driven by the bills mailed or electronically presented by Ashe Memorial Hospital, Inc.. Please allow 2-3 business days for credit card payments to be posted to your Ashe Memorial Hospital, Inc. account. If a bill is generated within a few days of you making a payment, it is possible that you will receive a bill that does not reflect your most recent payment.

Will people have access to my bank account or credit card information?

No. Once you authorize or initiate an electronic payment, the payment is simply processed by the system. No credit card or checking account numbers are stored in the Ashe Memorial Hospital, Inc. system. Transaction reference information is stored which will allow you and Ashe Memorial Hospital, Inc. to confirm payment has been made.

How do I sign up for electronic bills and statements?

Setting up electronic bills is easy. Complete the form under Register for Online Bill Organizer section of the website. Enter the information **exactly** as it appears on your bill. Once you have entered the Addressee Name, Account Number, Statement Date and Bill Amount you will create your User Log In by entering a password and email address. An email address is required to register for this service. **Your email address will also function as your User ID.** You will also select and answer a security question.

Once you have completed this Register for Online Bill Organizer section, you will be sent an email message to validate and complete the process.