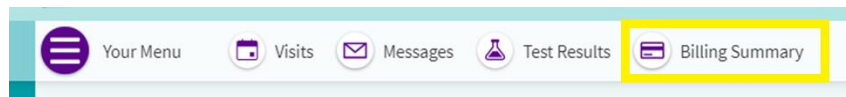


# Billing

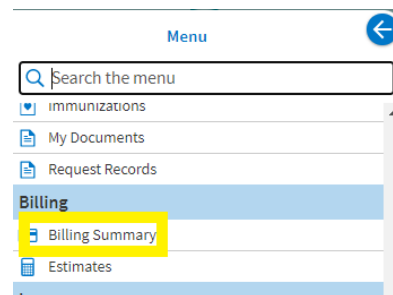
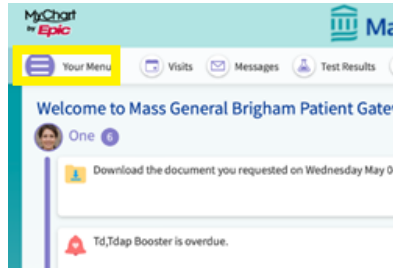
This tip sheet walks you through how to view your billing information, make payments, sign up for paperless billing and get cost estimates in Patient Gateway.

## Billing Information and Payments

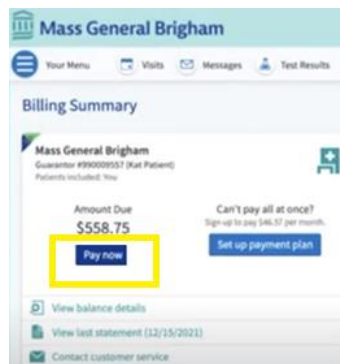
1. Log into [Patient Gateway](#)
2. Click on “Billing Summary” from the menu at the top



- a. If you do not see “Billing Summary” in the top menu, Click on “Your Menu” on the top left corner. Type “Billing” in the search bar, OR scroll down to “Billing” and click on “Billing Summary”



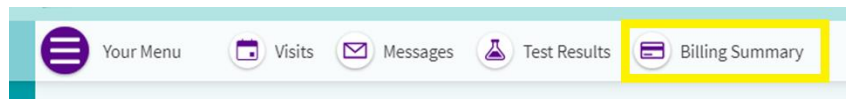
3. In this screen you will be able to see your latest billing statement and review your account. If you have a balance due, you can pay it here by selecting the “Pay Now” button.



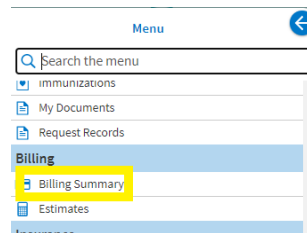
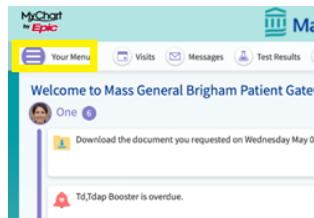
# Enrolling in Paperless Billing

Patient Gateway allows you to save time and paper with paperless billing. Paperless billing means that you will no longer receive billing statements in the mail. Instead, you'll receive a statement as a message in Patient Gateway. receive billing information through email, instead of receiving paper bills in the mail.

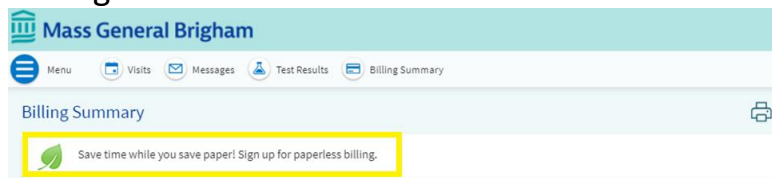
1. Log into [Patient Gateway](#)
2. Click on “Billing Summary” from the menu at the top



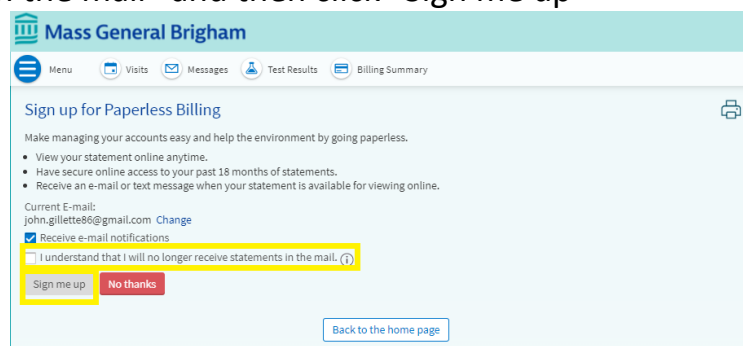
- a. If you do not see “Billing Summary” in the top menu, Click on “Your Menu” on the top left corner. Type “Billing” in the search bar, OR scroll down to “Billing” and click on “Billing Summary”



3. Click on the banner that says “Save time while you save paper! Sign up for paperless billing.”

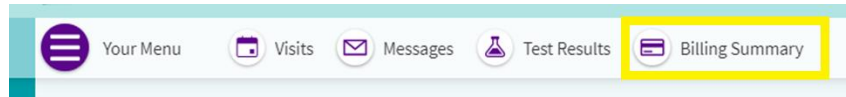


4. Check the box that says, “I understand that I will no longer receive statements in the mail” and then click “Sign me up”

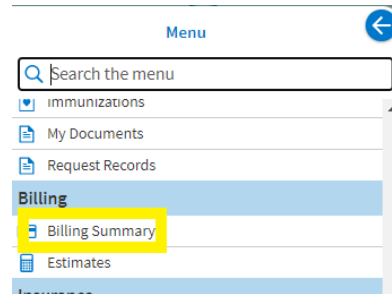
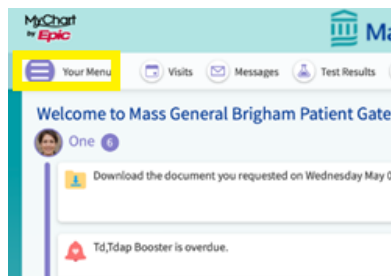


# Opting Out of Paperless Billing

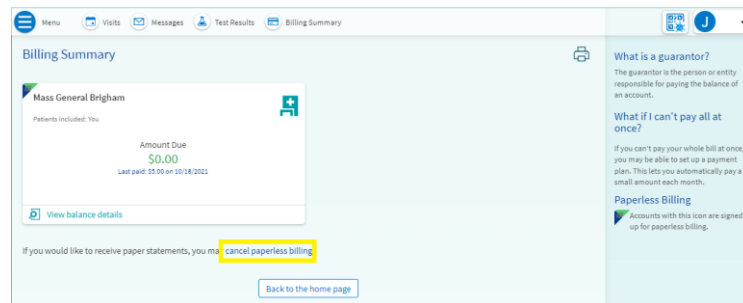
1. Log into [Patient Gateway](#)
2. Click on “Billing Summary” from the menu at the top



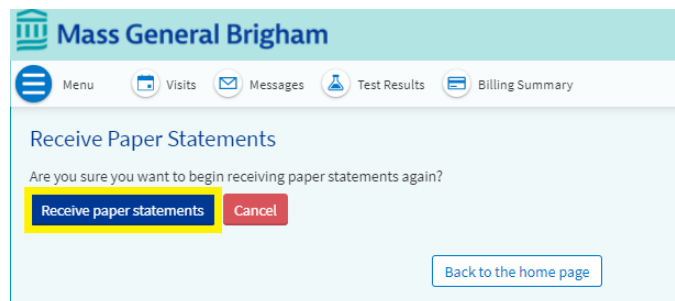
- a. If you do not see “Billing Summary” in the top menu, Click on “Your Menu” on the top left corner. Type “Billing” in the search bar, OR scroll down to “Billing” and click on “Billing Summary”



3. Click on the “cancel paperless billing” option under your billing summary



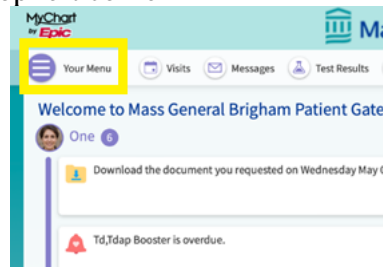
4. Click on “Receive paper statements” to opt out of paperless billing



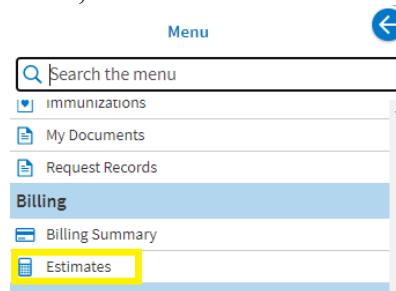
# Estimates

Patient Gateway allows you to see how much certain medical services might cost at one of the Mass General Brigham facilities or Dana Fiber Cancer Institute. You're able to get an estimate for things like imaging tests, lab tests, procedures, and office visits.

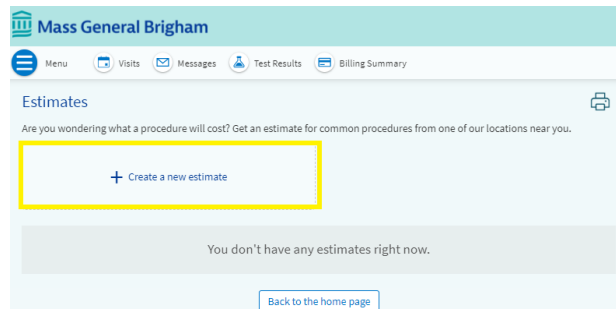
1. Log into [Patient Gateway](#)
2. Click on "Your Menu" on the top left corner



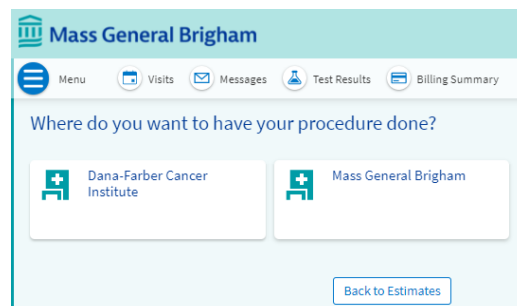
3. Type "Estimates" in the search bar, OR scroll down to "Billing" and click on "Estimates"



On this screen you can create a new estimate and review previous estimates, if any. To create a new estimate click on the "Create a new estimate"



4. Select the facility where you want to have your procedure or office visit.



5. Choose the appropriate category and procedure you would like to receive an estimate for by clicking on the icon or typing in the search bar.
  - a. If you do not find the category or procedure you are looking for, you can click the links to the right side of the screen for more information:

The screenshot shows a web interface titled "What service would you like?". At the top, there is a search bar with the placeholder text "Search by keyword or CPT® code (example: abdomen)" and a "Search" button. Below the search bar is a "Categories" section with a grid of 12 service categories, each with an icon and a brief description:

- Behavioral Health:** Services related to Mental Health or Substance Abuse.
- Cardiology:** Service related to diseases and abnormalities of the heart.
- Digestive Health:** Services related to diagnosis of diseases of the digestive system.
- Ear, Nose, Throat:** Services related to the ears, nose, or throat.
- Eye Care:** Services related routine eye care or treatment for an eye disease or injury.
- Imaging:** Scans and imaging, like x-rays, CT scans, MRIs, and PET scans.
- Laboratory:** Common lab services such as blood tests, lipid panels, and drug screens.
- Office Visits - Hospital Outpatient Location:** These visits occur within a hospital location or an off campus hospital owned location. Patients will see separate fees for the facility and the provider service reflected on their statement.
- Pregnancy & Birth:** Services relating to labor and delivery, as well as postpartum care.
- Rehabilitation Therapy:** Services related to Physical, Occupational or Speech Therapy.
- Sleep:** Services related to sleep disorders.
- Surgery:** Operations and other procedures relating to surgery.

On the right side of the interface, there is a sidebar with the Mass General Brigham logo and the heading "Searching for a Service". It contains three bullet points:
 

- Enter a keyword or name. For example, "abdomen"
- Search by category. For example, "CT abdomen and pelvis with contrast"
- Search by CPT® code. CPT® codes are how procedures are categorized and are the same across all healthcare providers.

 Below this is a "Browse by Category" section with the instruction: "Click on a category to see the list of services available in that category." At the bottom of the sidebar, there are two yellow-highlighted boxes:
 

- "Didn't find what you were looking for Mass General Brigham estimate? Please [click here](#) for more information about requesting an estimate."
- "Didn't find what you were looking for Dana Farber Cancer Institute estimate? Please [click here](#) for more information about requesting an estimate."

6. Select whether or not to use your insurance information in your estimate. Once you choose your response your estimate will be generated.

The screenshot shows the "Estimate for CT Abdomen w/ Contrast" page. At the top, there is a navigation bar with "Mass General Brigham" and icons for "Home", "Visits", "Messages", "Test Results", and "Billing Summary". Below the navigation bar, the title "Estimate for CT Abdomen w/ Contrast" is displayed. The main content area includes:
 

- This Estimate Includes:**
  - Both hospital and physician fees. At some locations, the physician fees may be billed separately by an outside physician group whose prices may differ from the estimate provided here.
  - An average cost for contrast. Actual price could be higher or lower depending upon type and volume of contrast used during testing.
- Coverage Information:**

We have the following information on file:

Your Insurance (📄)      Subscriber Name (📄)

Subscriber Number (📄)      Member Number (📄)
- A note: "If your insurance information is out of date, request to update your insurance online."
- Two buttons: "Use my insurance" (highlighted in yellow) and "Don't use insurance" (highlighted in yellow).
- A "Select a different service" button at the bottom.