



Online Bill Pay

Frequently Asked Questions

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More questions? Please get [Billing Help](#).

What is Online Bill Pay?

Our Online Bill Pay tools allow you to make secure payments to Northern Light Health affiliates with the convenience of the web and the confidence that your sensitive information is safe.

The balance due on my statement doesn't seem to be right. What should I do?

Online Bill Pay's statement balances presented online do not reflect payments or other account activity generated since your last statement date. If you need an updated balance please [contact us](#).

What do I need to make a payment?

In order to submit an online payment, gather the following information:

- Your recent statement from any Northern Light Health Hospital affiliate
- Your account number and statement ID as printed on the statement
- A valid credit or debit card

You'll be asked to enter your statement ID so we can show you the balance on the account. No protected health information is displayed on the web. Your credit card information will not be stored by Online Bill Pay, so you will need to enter it each time you want to make a payment.

Help! Online Bill Pay doesn't recognize my account. What should I do?

If you have double-checked your statement information and Online Bill Pay still can't locate your balance, please [contact us](#).