



## Payment Options

As a Lifetime Health Medical Group patient, several payment options and plans are available to you if you are unable to pay your balance in full at the time of service. **Call the customer service line for your region for more information on any of the options, or for any other billing questions. You can also submit questions securely online at [www.lifetimehealth.org](http://www.lifetimehealth.org).**

**Buffalo area patients, please call: 1-800-585-1270**

**Rochester area patients, please call: 1-800-582-4117**

### **BUDGET PLANS**

If you cannot pay your balance in full at the time of service, we are happy to help you set up a budget payment plan\* with bi-weekly or monthly installments. Additional balances added to budget plan after initial set up do not raise the amount of your installments. *\*Accounts that have already been turned over to a collection agency are not eligible for budget payment plans.*

### **IN PERSON**

Patients can pay their account balance in person at any of the Lifetime Health Medical Group practices. Payments can be taken by a patient service representative during normal primary care hours and evenings and weekends during Urgent Care by Lifetime Health hours.

### **ONLINE BILL PAY**

Online bill pay is available at [www.lifetimehealth.org](http://www.lifetimehealth.org). Just click on the "Services" button on the home page and select "Online Bill Pay and Billing Questions" from the list. You can also send questions to our Billing department through this service.

### **AUTO BILL PAY**

Auto bill pay can also be set up for you through our online system, using the "Ask a Biller" feature on [www.lifetimehealth.org](http://www.lifetimehealth.org), or by calling the customer service line for your region. You must keep a credit card on file for the Auto Bill Pay, and the card may be debited on the day of the month that is most convenient for you.

### **DISCOUNTS**

In some cases, discounts may be offered on your outstanding balance. Please call the customer service line for your region to speak with a patient representative for more information.