

How to Pay Your Bill from Titan Healthcare

When you have a balance due at Titan Healthcare, you will receive a text message notification that we have sent the information on how to access the bill to your email. The text is a notification only and does not contain a link to access the payment portal.

If this is your first bill from Titan, it will probably end up in your Spam or Junk folder. If you move the message to your normal In Box, this should not occur in the future. Please note that the email will be from a different address than our Passport messages. Financial data at Titan is managed in a system called Practice Suite, so you will see that name in the email sender information.

You can access the Bill Pay Portal through the link in the email, from our website (titanhealthcare.org) or by navigating directly to this link: [TITAN HEALTHCARE](http://TITANHEALTHCARE).

You will need your statement number to access your complete billing information. The statement number must be entered with capital letters and the dash is required. (Example: PS-12345)

TIPS:

- Do not enter your zip code on the login screen of the payment portal. Using a zip code to log in is not secure enough to meet HIPAA requirements. If the zip code is entered, the statement details and balance due will not appear on the payment screen. To access the statement and the balance due, you will need to enter the statement number from the email you received.
- Please do not copy and paste the statement number from your email to the payment portal. Copied text tends to copy a space at the end. When the copied information is pasted, if there is a space at the end of the statement number, the system thinks that space is a character which will prevent the system from being able to locate your information.
- The patient's name must be entered exactly as it appears in our system.
- Once you are in the payment portal, your statement can be viewed, saved, and/or printed if needed.

- 1) Enter the patient's first and last name exactly as shown on their account at Titan
- 2) Enter the patient's date of birth in MM/DD/YYYY format or use the calendar button
- 3) Enter the statement number including the letters (capitalized) and the dash
- 4) Do not enter a zip code – *leave this section blank*

The screenshot shows the 'Practice Portal' header with the 'TITAN HEALTHCARE' logo. Below the header is a 'Quick Pay' section. A text box instructs the user to 'Please enter the patient's last name, first name, and date of birth. Enter the patient's zip code (to prepay) or the statement # (to pay the balance)'. There are four input fields: 'Last Name*', 'First Name*', 'Date Of Birth*', and 'Zip Code:'. The 'Date Of Birth*' field has a calendar icon. Below these fields are two sections separated by 'AND' and 'OR'. The first section is for 'Statement#:' with a note '(This can be found in the statement you received)' and a text input field. The second section is for 'Zip Code:' with a text input field. At the bottom are two buttons: 'Proceed To Pay >>' and 'Cancel'.

IF YOU NEED ASSISTANCE, WOULD PREFER TO PAY BY PHONE, OR NEED TO MAKE A PAYMENT PLAN, PLEASE CALL TAMI AT 360-507-8316.