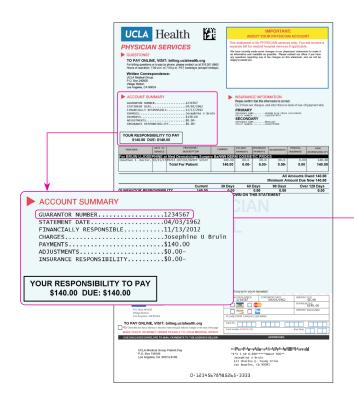


UCLA Health now offers patients a convenient, secure online bill payment site where you may make a payment, view your statements or review your payment history.

STEP 1: Look at the upper left corner of your bill to find "Guarantor Number."



STEP 2: Visit: billing.uclahealth.org

Enter the **"Guarantor Number"** and other information required in our secure log-in page.



STEP 3: You will be taken to a page to enter your payment information. Please follow the instructions and complete your payment.

If you have a question with your bill, contact us at (310) 301-8860.



Frequently Asked Questions

Q: I'm having trouble creating an account. What should I do?

A: If you have double-checked your information and still cannot create an account, please contact Customer Service at (310) 301-8860 between the hours of 7 am and 7 pm weekdays, excluding holidays.

Q: Will there always be so many steps each time I pay my bill?

A: No, once you have registered and created your log-in all you have to do the next time you visit the site is to enter your user name and password.

Q: I forgot my password. What do I do?

A: Click on the "Having issues logging in?" link, which is located on the log-in page. Follow the directions to receive a temporary password.

Q: What if my e-mail address has changed?

A: To change your e-mail address, log in with your old e-mail and then click the My Account link from the top menu of the Dashboard, and select Edit My Profile. Update your information and then click on the Save button.

Q: When will my payment appear on my UCLA Health account?

A: Your payment may take up to two to three business days to be applied to your account. Please save or print your payment confirmation for your records. Your online statement will not be updated until your next statement date.

Q: What if I decide not to pay a statement online?

A: You are not required to pay online. We offer this service free of charge for our patients' convenience.

Q: Is there a charge to pay a statement online?

A: There is no charge to pay your statement online. This is a service we provide free of charge for you.

