

Pay Your Hospital Bill Online

Fast • Easy • Convenient • Secure

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: <https://billing.uclahealth.org>

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

UCLA Health
Ronald Reagan UCLA Medical Center
Santa Monica UCLA Medical Center
and Orthopaedic Hospital

IMPORTANT: ABOUT YOUR HOSPITAL ACCOUNT
Your account reflects a balance due in the amount of \$150.00. Please send payment by 07/30/13.
We hope to serve you again if your healthcare need arises.
Please return the bottom coupon with your payment in the enclosed envelope. For credit card payments, complete the stub at the bottom.

HOSPITAL SERVICES
QUESTIONS?
Please contact us at (310) 825-8021 for the following services:
• To speak to a Customer Service Representative:
7:30 a.m. to 4:00 p.m., weekdays (except holidays)
• To make a payment with a representation or request a detail bill.
• See reverse for important information regarding your bill.

ACCOUNT SUMMARY
GUARANTOR NUMBER.....1000010000
STATEMENT DATE.....July 10, 2013
FINANCIALLY RESPONSIBLE.....JOHN Q. PATIENT
TOTAL CURRENT CHARGES.....1,684.00
PATIENT PAYMENTS.....0.00
INSURANCE PAYMENTS.....-1,534.00
ADJUSTMENTS.....0.00
INSURANCE PENDING.....0.00

YOUR RESPONSIBILITY TO PAY
\$150.00 DUE: 07/30/2013

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UCLA Health

Welcome to the UCLA Health System Patient Dashboard
Please provide the following information to create a new patient account.

Username: _____
E-mail Address: _____
(Confirm E-mail) _____

For your security, please create a password using the following rules:
Minimum of 8 characters long (Required)
At least two of the following are required:
- Contains all least one uppercase letter
- Contains all least one lowercase letter
- Contains all least one number (0-9, A-Z, a-z)
- Contains all least one symbol (\$, %, &, !, etc.)

Password: _____
Confirm: _____

Guarantor Name: _____
Guarantor ID: _____
Date of birth: _____

UNDO CHANGES

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 or problem with your bill, contact us at (310) 825-8021.

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) 825-8021 between the hours of 7:30 am and 4:00 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. If you can't remember your username, contact Customer Service at (310) 825-8021 between the hours of 7:30 am and 4:00 pm excluding holidays.

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 print all online payment confirmations for your records. Your online statement balance 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 as a convenience.

**Hospital bills
now payable
online.**

