

Common Questions about Paying Your Bill Online

How do I know that my online payment session is secure?

Most browsers will give you a message box stating when you are going into a secure session.

Internet Explorer uses a small padlock icon on the bottom right side of the browser window. When there is a secure session in place, the padlock will appear locked.

Another indication that your browser is operating in secure mode can be found in the website address. The address will begin with "https" – the 's' in 'https' stands for secure.

What are my obligations to help maintain secure transactions with the ePayments service?

You are responsible for not giving out your bank account information, bank routing information or account information. Be sure to close your browser immediately after you are finished making your payment(s) or updating your account information.

When setting up my payment method, where can I find my bank's routing transit number and checking account number?

The routing transit number can be found on the lower left hand side of your check. The checking account number is to the right of the routing number. An illustration is provided when adding or modifying a bank account in Payment Methods.

How can I stop the paper bill from being mailed to me when my account is due?

You must be enrolled in the ePayments service in order to stop paper bills from arriving in the mail.

How can I contact Patient Accounts if I have questions about the ePayments Service?

For information about online statements, payments made via the Internet or any other questions about this service, please contact Patient Accounts at (575) 443-7400, Monday through Thursday, from 8 a.m. to 5 p.m. or Friday from 8 a.m. to 4 p.m.