

Rutherford Regional Health System

Online FAQ

Is it safe to pay my bills electronically?

Yes. Electronic Credit Card and eCheck payments use the same safe and secure network that financial institutions, businesses, and governments use to send and receive payments. Information is transmitted using secure encrypted methods.

What if there is a problem with an electronic payment?

For Credit Card transactions you will be immediately notified when the transaction is accepted or denied.

How do I prove I made a payment if there is no paper trail?

Your Credit Card or Bank Account statement is considered proof of payment. You do not need a paper trail; electronic records carry the same legal standing as paper records.

Will Check or Credit Card Payments sent through the mail show up in Online Bill Organizer?

No. Only online transactions will be reviewable in Online Bill Organizer.

Does the system reflect my current balance?

The system is driven by the bills mailed or electronically presented by Rutherford Regional Health System. Please allow 2-3 business days for credit to be posted to your Rutherford Regional Health System account. If a bill is generated within a few days of you making a payment, it is possible that you will receive a bill that does not reflect your most recent payment.

Will people have access to my bank account or credit card information?

No. Once you authorize or initiate an electronic payment, the payment is simply processed by the system. No credit card or checking account numbers are stored in the Rutherford Regional Health System. Transaction reference information is stored which will allow you and Rutherford Regional Health System to confirm payment has been made.

How will I keep financial records if I do not have paper bills?

You can print a receipt at the time of the transaction. If you register for Online Bill Organizer through Rutherford Regional Health System you will have the option of viewing and printing your online payment history and bills. You can access bills up to 12 months after the statement date and online payment history up to 18 months after the transaction. You can also attach new bills to your Online Bill Organizer profile.