

OccMed Invoice Payment Guide

+ MY BILL LOOKS DIFFERENT. DID ANYTHING CHANGE?

We've recently transitioned to a new billing system, resulting in a new invoice process.

- Invoices have a new look: [OccMed Invoice Samples](#)
- You may receive 2 invoices (old look & new look) with 2 different account numbers.
- Regardless of which type of invoice you receive, it still requires payment.

+ BENEFITS OF OUR NEW SYSTEM:

- Real-time invoice edits: if changes to your bill are needed, contact us and we'll address the issue and resend an updated invoice.
- Digital Invoices: We can now offer secure email delivery of your invoices — we just need confirmation of a valid contact and email address.

+ WHEN WILL I RECEIVE MY INVOICE?

Invoices are generated on the 6th of each month, at which time they will be emailed/mailed out. You can elect to have your invoices emailed vs sent via USPS.

- If you prefer email, please email employersupport@wellnow.com, and provide the name of the company and the email address where you would like the invoice sent.
- A password will be created and shared to access all future invoices emailed to you. You will use it for the test email we send, along with any future invoice attachments.

+ IMPORTANT NOTE:

You may notice the term **STATEMENT** and **INVOICE** are used interchangeably. If your **statement** number this month is 4176 and part or all of it remains unpaid (or if you paid via mail at the same time your new statement is sent), that statement number will become your **original invoice** number the following month.

Statement #: 4176

| Visit Inv # | PO # | *Original Inv # | DOS | Clinic | Patient | SSN# | Description | Charge | Paid/Adj | Balance | |
|-------------------|------|-----------------|------------|------------|---------|-------------|-----------------------|--------|----------|---------|--|
| | | | 10/14/2025 | 5405HOUBLT | | ***.**-0000 | DOT PHYSICAL | 110.00 | 0.00 | 110.00 | |
| | | | 09/29/2025 | 5405HOUBLT | | ***.**-0000 | DOT URINE DRUG SCREEN | 79.00 | 0.00 | 79.00 | |
| Sub Total: | | | | | | | | | \$189.00 | | |

+ WHO CAN I CONTACT WITH QUESTIONS, COMMENTS & BILLING ISSUES?

- If your need is related to Employer Services (invoice inquiries you received or payment posting questions), please email employersupport@wellnow.com or call 716-699-9032 (option 2).
- If your need is related to Workers Comp, Auto (3rd party liability) or anything else, please email officesupport@wellnow.com.
- If you are a new client and need a W-9, please email editeam@wellnow.com.

Note: For questions pertaining to medical records, documentation requests or results requests, please email EPSreporting@wellnow.com.

+ HOW TO PAY YOUR INVOICE:

Check

Send your check, payment stub & backup documentation to the address on your invoice.

- Write a check for the amount due, as outlined on your invoice.
- Detach the payment stub from your invoice and include it with your check.
- Include any required backup documentation to ensure the payment is accurately applied to your account (e.g. the amount you are paying is different then the total amount of the invoice).
- Mail your check, payment stub, and documentation to the address provided on your invoice.
- Allow sufficient time for mailing and processing and monitor your account for confirmation of payment receipt.
- Please make checks payable to the W9 on file for WellNow. For a current W9, contact editeam@wellnow.com

Credit Card

We accept payment with most major credit cards (Visa, Mastercard & Discover)

- Services billed **before** July 2025, payments can be made via <https://www.personapay.com/wellnowccmed/login>.
 - Forget account log-in? Contact us at employersupport@WellNow.com
- Services billed **after** July 2025, payment can be made by contacting employersupport@wellnow.com to request a callback to process a credit card payment

Electronic Funds Transfer (EFT/ACH)

This is an efficient, and secure way to pay, especially suitable for businesses and individuals seeking to automate or expedite payments.

- Set up an EFT account by requesting a bank letter and we will guide you through the process.
Email editeam@wellnow.com
 - If you have a designated EFT/ACH form that you would like WellNow to complete, email the applicable form(s) to editeam@wellnow.com
 - WellNow will provide our standard EFT/ACH form, which includes all necessary banking information.
- All payment backup documentation, such as payment stubs and related invoices numbers with details of who you are paying for, should be sent to cashmanagement@wellnow.com with a clear subject line.

+ HOW ARE REFUNDS PROCESSED?

Refunds are processed two ways:

1. It can be refunded in the same method as the original payment
2. A check can be mailed to the address on file

Important Notes:

- Refunds are not issued unless an employer has had no current business with us for more than 120 days
- A visit invoice # will be included in your refund info. This allows you to best match the original invoice to the refund. An abbreviation will be added to the invoice number:
 - WN for WellNow
 - PIC for Physicians Immediate Care
- If an account has an open balance, any credits will be applied to that balance.

If you have received a refund and have questions, please contact refunds@wellnow.com

+ TIPS FOR A SMOOTH PAYMENT EXPERIENCE

- Prevent processing delays by always double-checking that your payment stub, invoice and backup documentation are included with your payment.
- Backup documentation ensures the payment is applied correctly.
- If a payment is received that cannot be matched 1:1 with an open balance, you'll likely receive an email asking for clarification.
- After 7 days, if there is no response, your payment will be applied to the oldest date of service first.
- When emailing documentation for EFT/ACH, use a clear subject line speaking to your company, purpose of the backup documentation, and include relevant account or invoice numbers.
- Retain copies of all payment-related documents for your records.
- For multiple WellNow locations, ensure payments are sent to the address or bank account associated with the invoice you receive. We maintain different accounts for separate locations and tax ID numbers.