

Welcome to Our New Billing System

Dear Valued Patients,

We're excited to share some great news! Our practice has transitioned to a new billing system to make managing your bills and statements simpler, faster, and more convenient. This update reflects our commitment to providing you with the best possible experience.

Why the Change?

- **Enhanced Convenience:** Receive your bills and statements directly via text messages.
- **Easy Payment Options:** Pay your bills online quickly, securely, and hassle-free.
- **Improved Communication:** Stay informed with timely reminders and updates about your account.

What to Expect:

- **Digital Communications from Child Neurology & Consultants of Austin:** You may receive billing communications via text, email, or paper statements. Rest assured, these are legitimate and part of our new operations.
- **Secure Payments:** Follow the provided instructions to view and pay your bill securely online.
- **Dedicated Support:** If you have any questions or need assistance, our team is always here to help.

FAQs

How will I receive my bill?

You may receive text messages, emails, or paper statements, each containing a secure link to view and pay your bill online.

Is it safe to pay my bill online?

Absolutely! Our billing platform employs advanced encryption technology to ensure your payment information is protected.

512-494-4000 • childneurotx.com

Central Austin • 7940 Shoal Creek Blvd, Ste 100, Austin TX 78757 • Fax: 512-494-4024

Cedar Park • 1301 Medical Pkwy, Ste 300, Cedar Park TX 78613 • Fax: 512-494-4045

South Austin • 5301 Davis Ln, Ste 200A, Austin TX 78749 • Fax: 512-494-4090

San Antonio • 7922 Ewing Halsell Dr, Ste 100, San Antonio, TX 78229 • Fax: 512-494-4024

What if I have questions about my bill?

Our billing department is here to help! You can reach us at 512-778-0375 or email us at paymybill@childneurotx.com

Can I still pay my bill the traditional way?

Yes, we continue to offer traditional payment options such as in-person or mail payments if you prefer.

Your Action Steps

1. **Check Your Phone, Email, and Mail:** Keep an eye out for billing communications from Child Neurology & Consultants of Austin.
2. **Follow the Link or QR Code:** Use the link in the text message or email, or scan the QR code on your paper statement to view and securely pay your bill online.
3. **Reach Out if Needed:** Have questions? Don't hesitate to contact our billing department for assistance.

Thank you for your understanding and support during this transition. We're confident this new system will enhance your billing experience by providing faster, easier, and more flexible payment options.

Sincerely,

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