Witham Health Services PatientWallet®
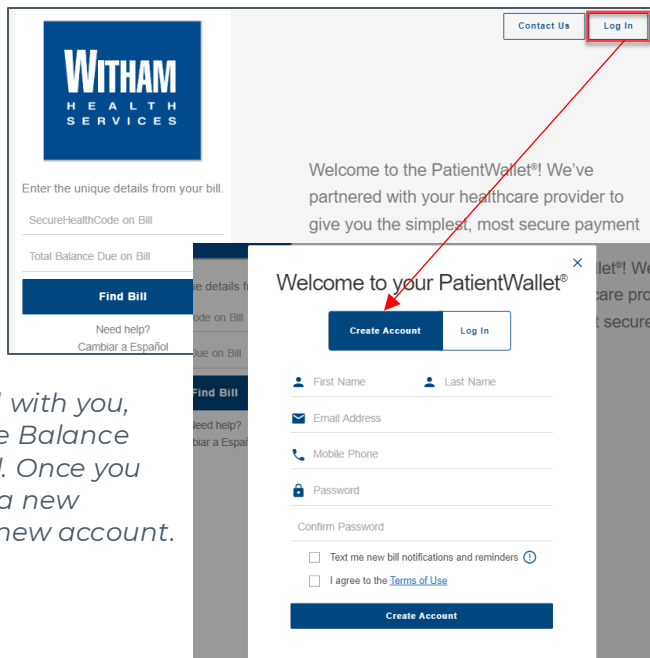
Responding to common patient questions

How do I create a PatientWallet® account?

To create a PatientWallet® account:
1. Navigate to **www.witham.patientwallet.com**
2. Click the Log In button in the top right, then click the **Create Account** tab*
3. Fill out the **required contact information** and **create a strong password** (at least 8 characters, at least 1 number, and at least 1 capital letter)
4. Check the **"I agree to the Terms of Use"** box and click the **Create Account** button

If you have your Witham Health Services bill with you, you may enter the SecureHealthCode and the Balance Due in the panel on the left and click Find Bill. Once you click Make Payment on the following screen, a new window will open prompting you to create a new account.

I forgot my PatientWallet® password

To create a new password:
1. Navigate to **www.witham.patientwallet.com**
2. Click the Log In button in the top right
3. Click the **Forgot Your Password?** Button and enter the email address associated with your PatientWallet® account and click **Next**
4. From there, follow the prompts to reset your password
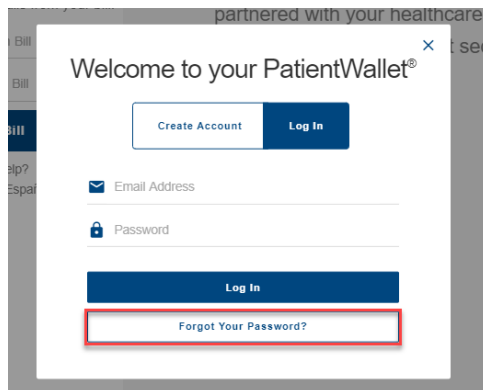
Should patients need further assistance with the PatientWallet® contact the Waystar support team by emailing support@waystar.com or by calling 844-422-4779

WAYSTAR | SIMPLIFY HEALTHCARE PAYMENTS

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Is the PatientWallet® secure?

Yes, and we have the acronyms to prove it! The PatientWallet® is PCI Level 1 compliant and strictly adheres to all HIPAA regulations. In addition, each Witham Health Services bill is assigned a unique nine-digit SecureHealthCode, which protects patient information and ensures payment security. The PatientWallet® uses tokenization to protect patient payment information by replacing real credit card numbers with a random string of characters that can be safely stored and used to process future or recurring payments.

How do I delete my credit card from my PatientWallet®?

For the protection and security of your information, we do not store any credit card information in the PatientWallet®. Rather, we use a process called tokenization, which replaces your card information with non-sensitive equivalent "tokens" that can be safely stored and used to process future or recurring payments. That being said, you are able to delete saved payment methods if you would like.
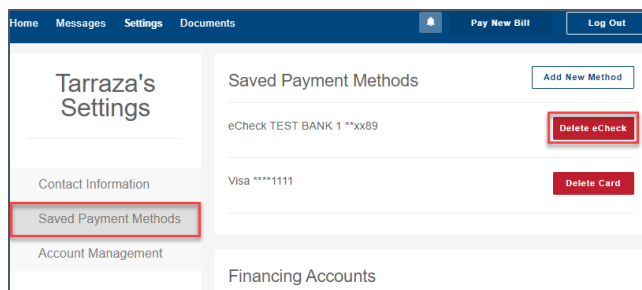
To delete a saved payment method:
1. Log in to your PatientWallet® at **www.witham.patientwallet.com**
2. Navigate to the **Settings** section
3. Select the **Saved Payment Methods** on the left side of the screen and delete any payment method(s) you would like

Please note: Payment methods that are saved to payment plans or scheduled payments cannot be removed until the payment(s) are complete.

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# Witham Health Services PatientWallet®

Responding to common patient questions

I'm receiving eBills but I want paper bills.

If you ignore your eBill, you will receive a paper version of your bill a few days later. However, if you would like to opt out of eBills completely, you can do that within your PatientWallet® account.

To opt out of eBills completely:
1. Log in to your PatientWallet® at **www.witham.patientwallet.com**
2. Navigate to the **Settings** section
3. You may **opt out of eBills by unchecking** the Email Me and/or Text Me boxes
4. Be sure to click the **Save Changes** button

I lost my bill. / I need help finding my bill.

If you have lost your bill, but you have a PatientWallet® account, it will automatically appear without you having to add it manually. If you are having trouble logging into your PatientWallet®, try resetting your password following the below instructions:

1. Navigate to **www.witham.patientwallet.com** and click the **Log In** button on the top right of the page
2. Click the **Forgot Your Password?** Button and enter the email address associated with your PatientWallet® account and click Next
3. From there, follow the prompts to reset your password

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### Why doesn't the balance on my bill match my PatientWallet®

Witham Health Services ensures that you always have the most up to date balance available in your PatientWallet® by sending balance updates in real-time. There are times that we may receive additional insurance payments and/or other adjustments after we send your bill.

If you have any specific questions about your balance and why you owe what you owe, please let us know .

How do I change the email address in my PatientWallet®

To update your email address:
1. Log in to your PatientWallet® at **www.witham.patientwallet.com**
2. Click **Settings** at the top of the page, which takes you to the Contact Information page
3. You may view and update your email address in the User Details section
4. Once complete, be sure to click **Save Changes**
5. For security purposes, you will be asked to confirm your password and you will receive an email confirmation once the change has saved
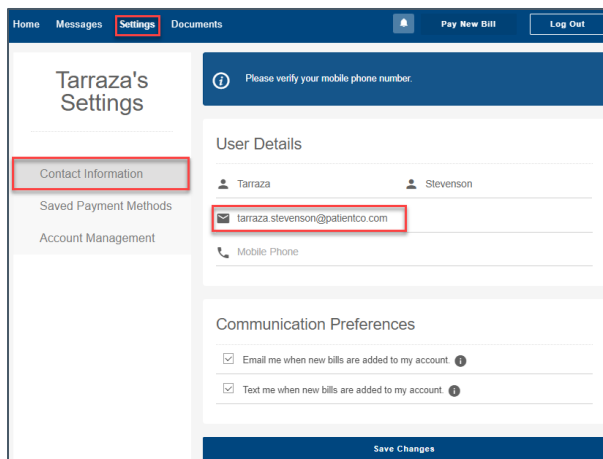
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How do I deactivate my PatientWallet® account?

The PatientWallet® provides a simple, secure, and convenient way to pay and manage all of your healthcare expenses in one place. Within your PatientWallet®, you can view affordable payment options, schedule future payments, view transaction history, and securely messaged us with your billing questions.

That being said, you are able to deactivate your account if you would like.
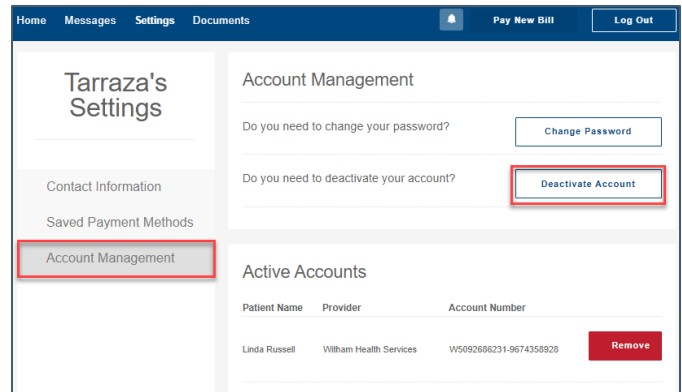
To deactivate your PatientWallet® account:
1. Log in to your PatientWallet® at **www.witham.patientwallet.com**
2. Navigate to the **Settings** section
3. Select **Account Management** from the left side of the screen
4. Click the **Deactivate Account** button and follow the prompts

Please note: If you would like to remove one or more bills/accounts from your account, you can do so by clicking the Remove button appropriately in the Active Accounts section.

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