



Frequently Asked Questions

Q: How will my payments be applied?

A: If you have more than one unpaid bill, we will apply your payment in the following order:

- Smallest balance
- Oldest account

To request a different payment order, please call 901-842-1260.

Q: Can I pay with my Health Savings Account (HSA) card?

A: HSA cards follow federal tax guidelines, so you must pay for services during the qualifying tax year. If you have bills outside the qualifying year, please call us at 901-842-1260.

Q: My recent payment has not been applied to my account.

A: Please allow 3-5 business days for payments to be applied to your account. If your payment is not posted after 5 business days, please contact us at 901-842-1260.

Q: Who can I call for questions about my bill?

A: To speak directly with an account representative, please call 901-842-1260. We are available to assist you Monday-Thursday 8:00 a.m. to 7:00 p.m., or Friday 8:00 a.m. to 4:30 p.m.

Q: Why do I see bills other than my own?

A: For your convenience we have a guarantor-based billing and collections system that organizes bills for which you are financially responsible.

Q: What is a guarantor?

A: A guarantor is a person who has accepted financial responsibility for their accounts as well as any of their minor children.

Q: What is the “plan coverage amount”?

A: Plan coverage amount is either the amount your insurance agreed to pay in addition to your own payment amount; or if the patient is uninsured, this is the amount due from the patient/guarantor.

Q: What is the difference between account number, billing number, and visit ID?

A: The account number, or guarantor number, is how we organize your Methodist Le Bonheur Healthcare (MLH) bills. The billing number is specific to each bill within our accounting system. The visit ID refers to a single medical visit at MLH.

Q: How long will my billing history stay available online?

A: Your billing history is available online for up to 2 years after full payment is received. This will be displayed within the 'View Payment Summary' and 'View Statements' portion of the bill pay website.

Q: How can I request a refund?

A: Please call us at 901-842-1260 to resolve any overpayment inquiries. Refunds may take up to 2 weeks to process.

Q: What provider bills will I see online?

A: All of your visits, or visits of family members for whom you are listed as guarantor to any MLH facility including Sutherland Cardiology Clinic.

Q: What is the Privacy Policy for Methodist Le Bonheur Healthcare?

A: MLH considers the protection of your Privacy, one of our Top Priorities. You can view our Privacy Policy online at www.methodisthealth.org/privacy or request a copy by calling 901-842-1260. Patients and families may also request a copy at the Admissions Desk at any of our facilities.