Frequently Asked Questions

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. If you have provided an email address or have signed up for Online Bill Organizer you will be sent a confirmation of the transaction.

What if I do not receive a receipt?

Your email service may have filters in place to block incoming spam and other automated systems. Check to see if the receipt is being held or quarantined by your email or filtering service.

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. Electronic records carry the same legal standing as paper records. The Online Bill Organizer will also show that a payment has been received.

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

No. Only payments made online 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. Please allow 2-3 business days for credit card and 3-4 business days for eChecks to be posted to your Aurora Diagnostics 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 Aurora Diagnostics system. Transaction reference information is stored which will allow you and Aurora Diagnostics to confirm payment has been made.

How do I sign up for electronic bills and statements?

Setting up electronic bills is easy. Complete the form under Register for Online Bill Organizer section of the website. Enter the information **exactly** as it appears on your bill. Once you have entered the Addressee Name, Account Number, Statement Date and Bill Amount you will create your User Log In by entering a password and email address. An email address is required to register for this service. Your email address will also function as your User ID. You will also select and answer a security question.

Once you have completed this Register for Online Bill Organizer section, you will be sent an email message to validate and complete the process.

Is it safe to receive my bills and statements electronically?

Electronic bills are considered safe and more secure than paper delivery. Almost 85% of identity theft cases are due to "offline" transactions such as lost checkbooks and stolen bills and check payments [Javelin Strategy & Research, 2007].

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 Aurora Diagnostics 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.