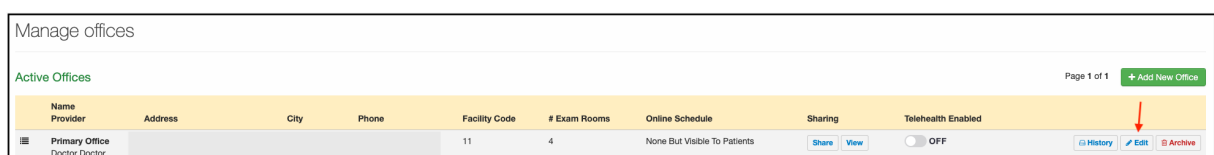


How Do I Use an Alternative Pay to Address on Patient Statements?

Last modified on 01/20/2026 10:53 am EST

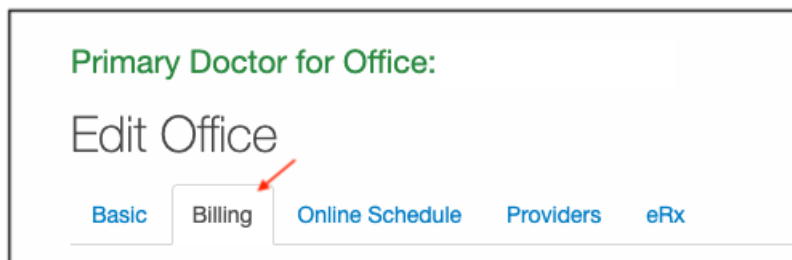
Please follow the below instructions to use an alternative pay-to/remit-to address on the patient statement. You would use this option if you do not want patient payments coming directly to your office. They could be directed to an alternate, perhaps the billing office instead.

1. Hover your cursor on Account and select **Offices**.
2. Press **Edit** corresponding to the office.



Manage offices									
Active Offices									
Name Provider	Address	City	Phone	Facility Code	# Exam Rooms	Online Schedule	Sharing	Telehealth Enabled	
Primary Office Doctor Doctor				11	4	None But Visible To Patients	Share View	<input type="checkbox"/> OFF	History Edit Archive

3. Select the **Billing** tab.

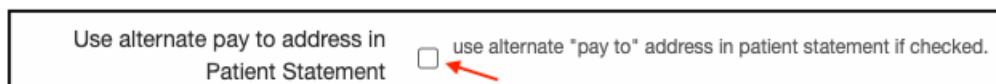


Primary Doctor for Office:

Edit Office

[Basic](#) [Billing](#) [Online Schedule](#) [Providers](#) [eRx](#)

4. Scroll down and check the box **Use alternate pay to address in Patient Statement**. Address fields will open to allow you to enter the alternative address.



Use alternate pay to address in Patient Statement ☐ use alternate "pay to" address in patient statement if checked.

5. Hover over the **Account** on the top toolbar and select **Provider Settings**.
6. Under the **Medical Billing** tab, scroll down to **Patient Statement** settings and choose the office from the **Pay to Address** dropdown > Press **Save**. If the address is not an existing office location, you can add a *Patient Statement Remit Address* office as a placeholder to use for this purpose.

Account Settings

Profile

View

General

Email

Medical Billing

Patient Statement

Business Logo

Top Left

Include Business Logo in patient statements.

Pay to Address

patient pay to address | District of Columbia | DC | 20009

Use Office Name

☒

Use the Practice Official Name (if available) for patient statement and payment receipt.

Pay CC by Call

☒

Show "To pay by credit card, call [office number]" in patient statement.

Credit Card Accepted

☒

Visa

☒

Mastercard

☒

Discover

☒

American Express

The office that you select from the Pay to Address field will populate in the patient statement.

Red sun
1001 N Rengstorff Ave # 200
Mountain View, CA 94043

Statement ID: 69235-56933679-PREVIEW

Statement Date	Pay This Amount	Chart ID
	\$54.00	DJPE000001

SHOW AMOUNT PAID HERE:

\$

MAKE CHECKS PAYABLE / REMIT TO:

Red sun
12 Rouge road suite103
Mountain View, CA 94040

For questions about billing, call

To pay by credit card, call

Please detach and return top portion with your payment.

This will allow your patient to see the address of the office they visited on the top left, as well as a separate address to mail payments on the right.