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

Last modified on 10/23/2026 2:30 pm EDT

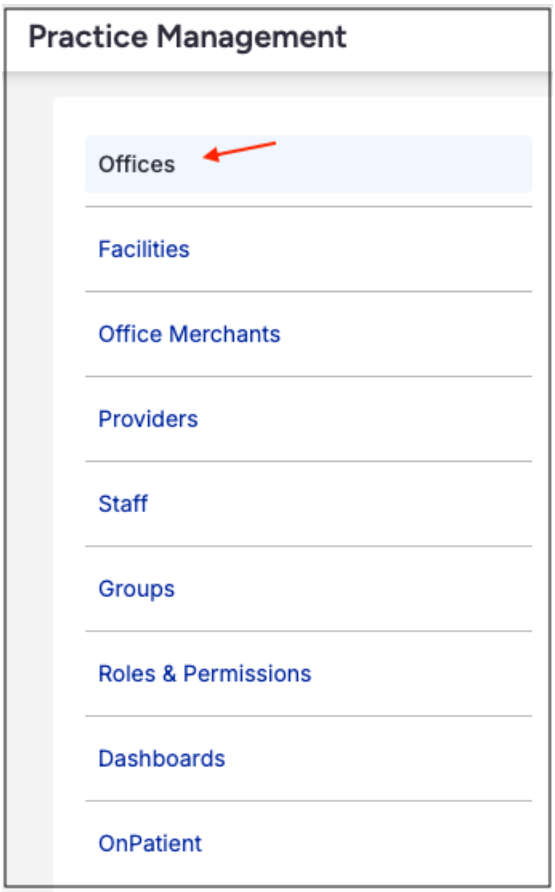
Please follow the instructions below to use an alternative pay-to/remit-to address on the patient statement. You would use this option if you do not want patient payments coming directly to your office. They could be directed to an alternate, perhaps the billing office instead. You can also set the payee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

> If the Pay to Name is blank, the statement uses the Office Name for office-based statements, or the Practice Name for practice-level statements. If those are blank, the Provider Name is used.

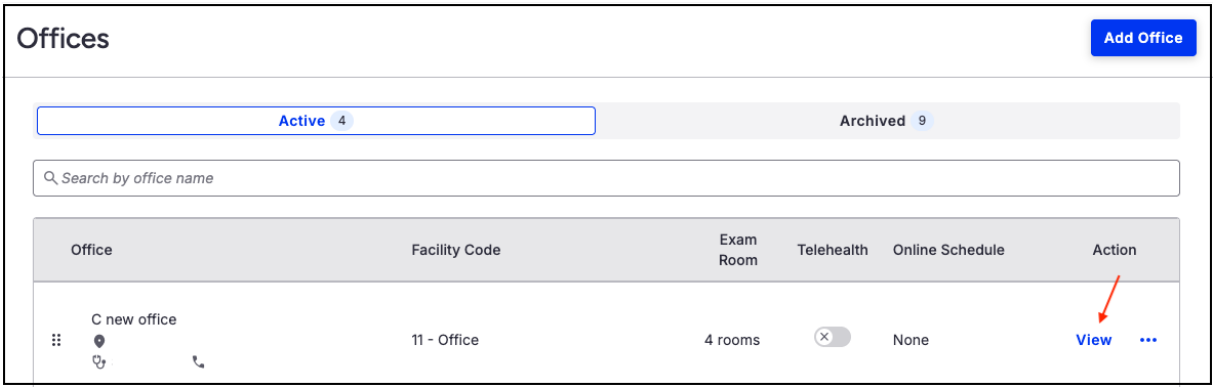
1. Navigate to **Account > Practice Management > Offices > General Management tab**



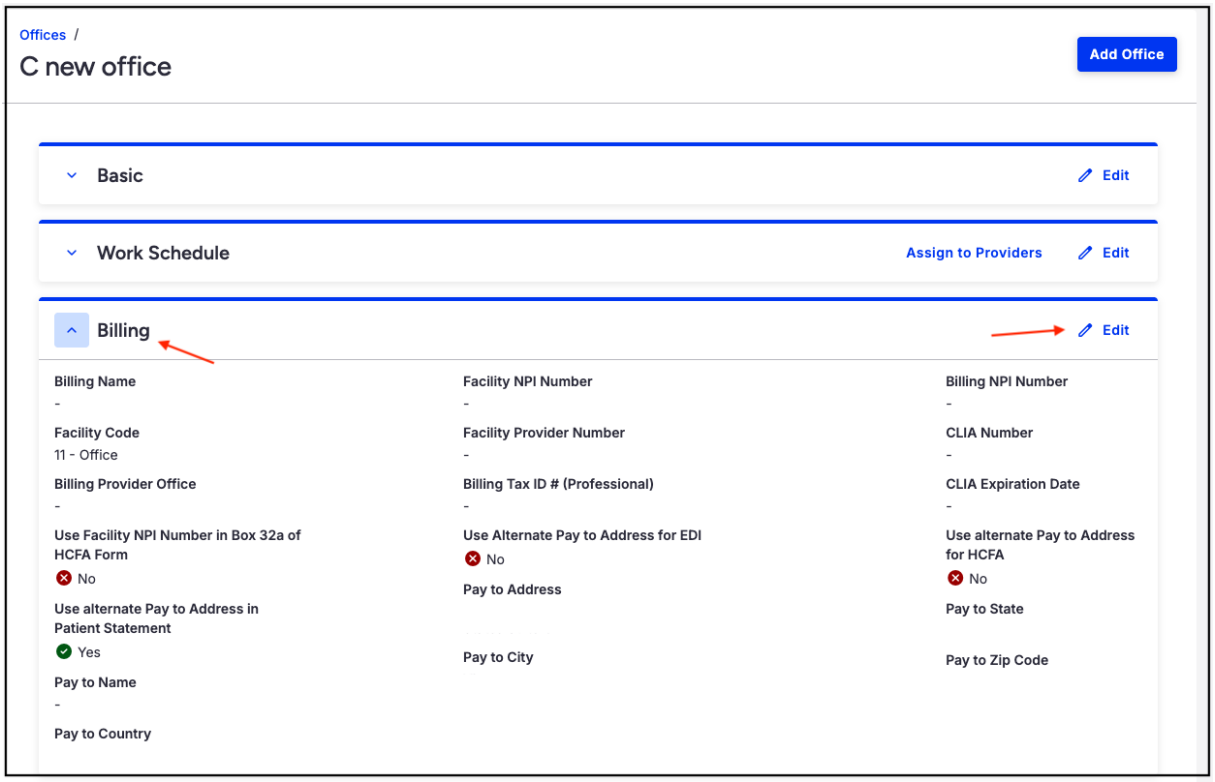
2. Select **Offices** from the menu on the left.



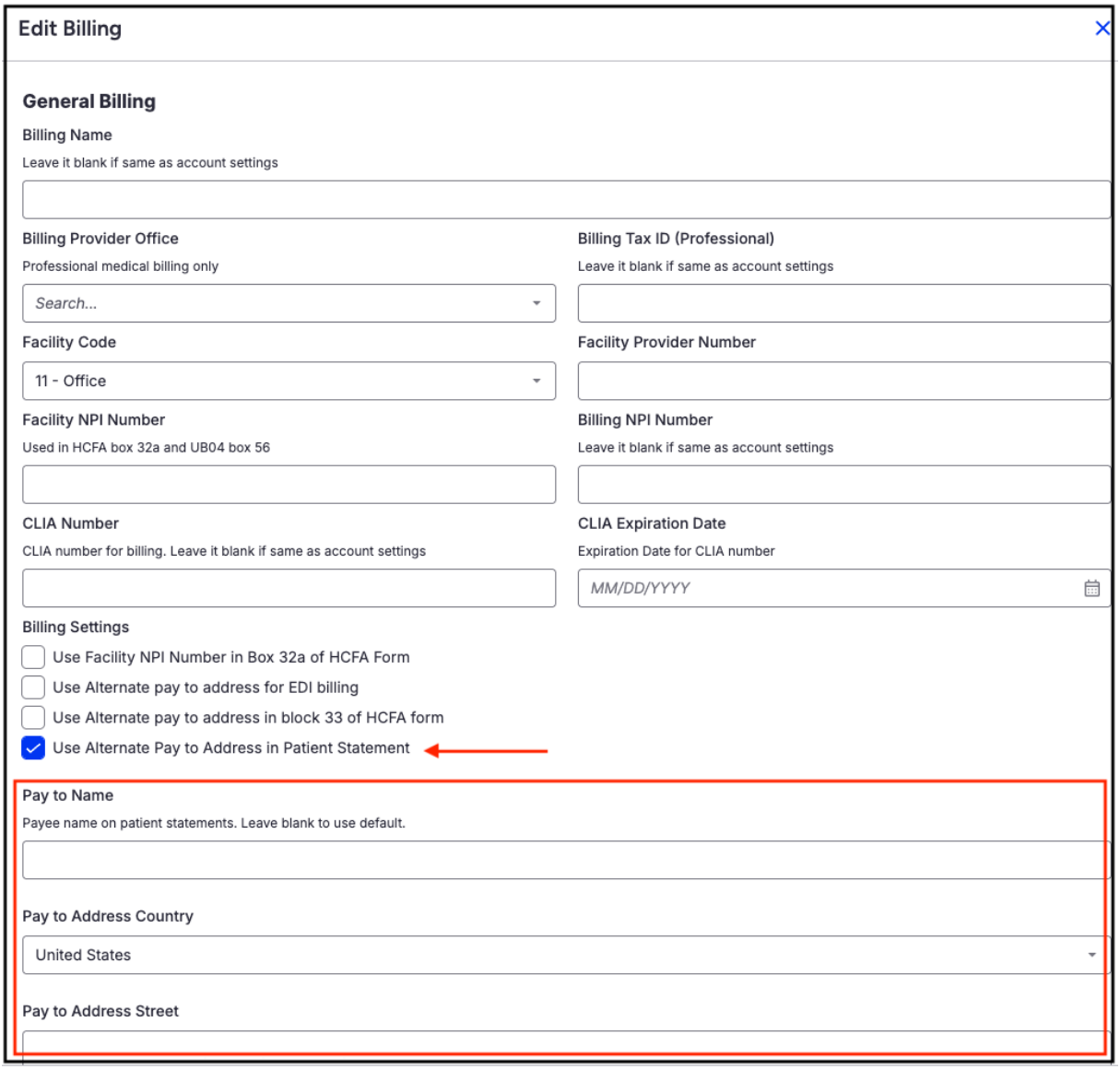
3. Press **View for the corresponding** office.



4. Press Edit under the **Billing** section.



5. Select the option to **Use Alternate Pay to Address in Patient Statement** and enter the name and address that you would like to show as the payment address.

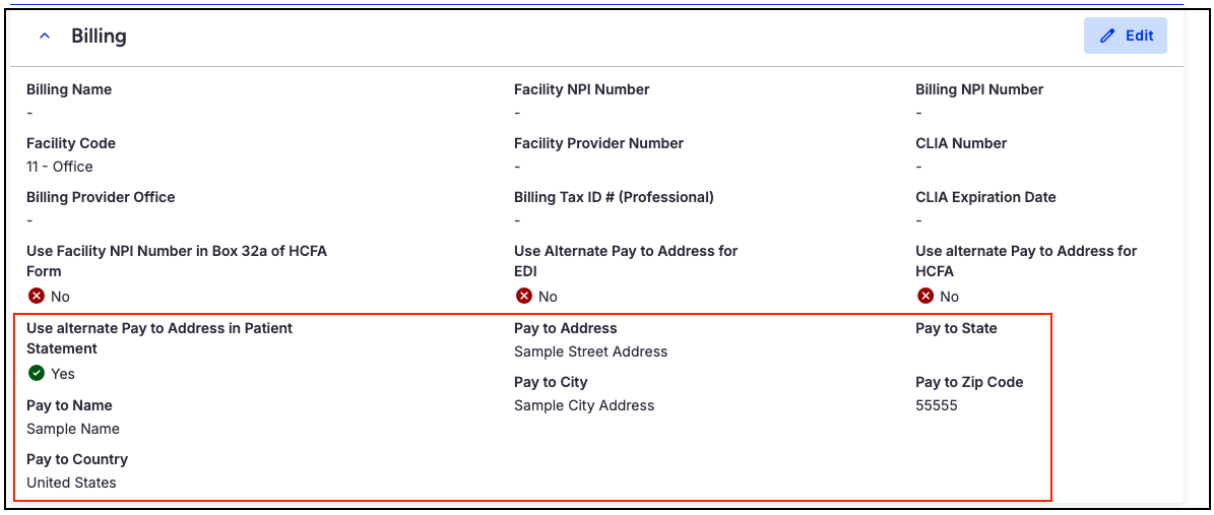


When using Alternate Pay to Address, the Use Practice Name setting is ignored for that office's statements. The Pay to Name rules apply instead.

6. Once entered, press **Save Changes** at the bottom right.

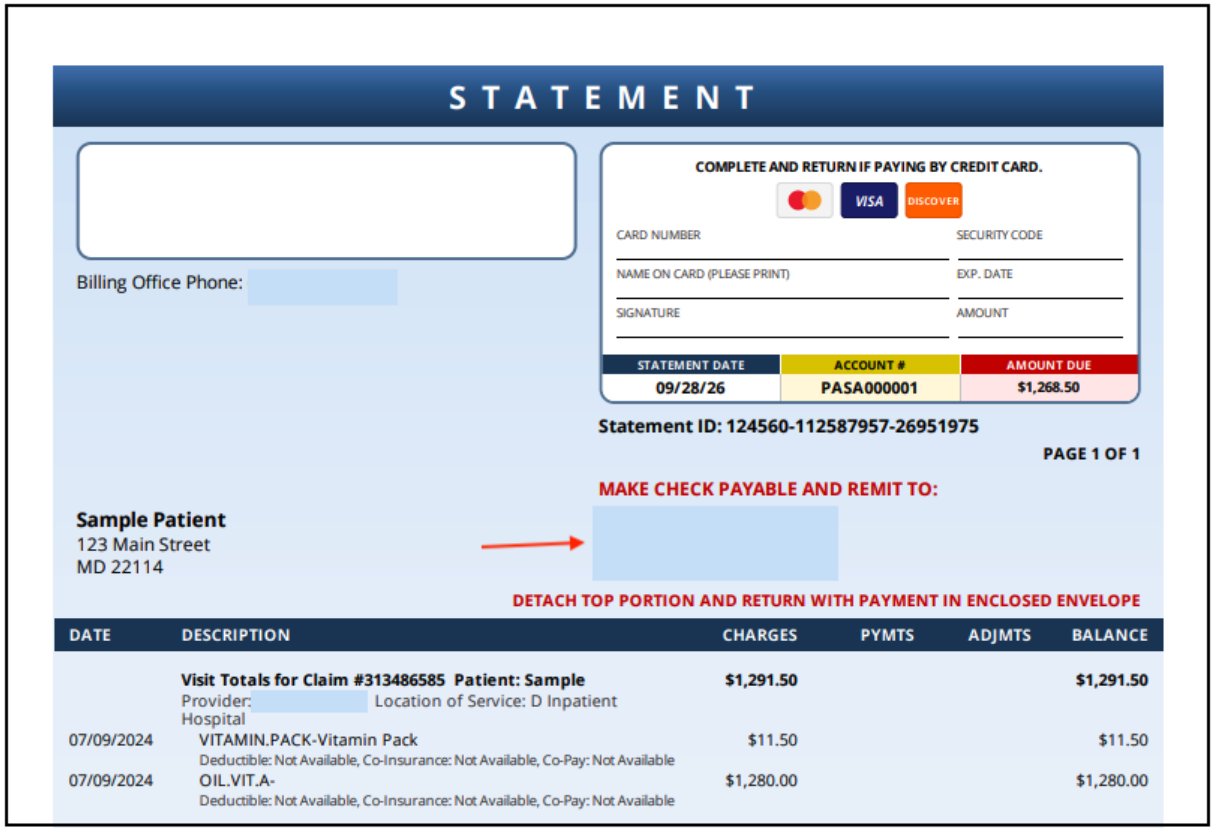


7. Once saved, you can see the information listed.



If the Pay to Name is blank, the statement uses the Office Name for office-based statements, or the Practice Name for practice-level statements. If those are blank, the Provider Name is used.

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



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.

Related Articles

- Setting Up and Generating Office-Based Patient Statements
- How can I enter in an official practice name and have that reflected in my clinical notes, superbills, and patient statements?