

PATIENT BILLING INQUIRIES

CALL US [888.685.3907](tel:888.685.3907)

- Live representatives are available from 8am to 6pm across all time zones
- 24/7 IVR service for self-service options
 - Check balance, verify last payment received, make payment, etc.

VISIT ONLINE mydocbill.com/simonmed

- One-stop service
 - Add/edit insurance information
 - Add/edit demographic information (address, DOB, phone, email, etc.)
 - View pending insurance information
 - View account history
 - Download copy of statement
 - View current charge information
 - Pay via credit card or electronic check

EMAIL US patients@zotecpartners.com

- All emails are reviewed by a Zotec Customer Service specialist and given a specific case tracking ID. It is Zotec's goal to resolve any open concerns within 1-2 business days, and the person who sends the email will receive a response from our team within that timeframe.
- The below information is required when contacting us via patients@zotecpartners.com. Please make sure this template of required information is used for all requests.
 - Patient Name
 - Patient Account Number
 - Patient DOS
 - Patient Call Back Requested? (Y/N)
 - Contact Information
 - Request
- The person who submits the request will receive a notification when the case has been resolved.

INSURANCE REPRESENTATIVE BILLING INQUIRIES

- If an Insurance Rep needs to discuss a particular patient billing inquiry, they can contact a Zotec Patient Customer Service representative at **888.685.3907**. This number is staffed from 8am to 6pm nationwide, regardless of time zone.
- If an Insurance Rep needs to talk through higher level AR issues involving multiple accounts, trends, etc., they can contact a Zotec Insurance Customer Service representative at **866.282.7905** from 9am to 3pm Eastern Standard Time. A voicemail is available after hours with the goal of returning all calls within three (3) business days.