



RingRx Communication Guides

Billing Questions

Practical tips to help your healthcare team communicate with confidence.

What This Is For

Help your team respond to patient billing questions in a clear, consistent, and professional way.

Use This When

- ✔ A patient calls with a question about a bill or charge
- ✔ A patient asks about insurance, payments, or balances
- ✔ A patient disputes or does not understand a charge

Customization Guidance

- ✔ **Verify identity** before discussing account details
- ✔ **Avoid explaining charges** unless you are certain they are correct

Recommended Script

"Thank you for calling (Practice Name). How can I help you today?"

Of course - I can help with that. Can you tell me a little more about what you're seeing on your bill?"

Let me take a look at your account so I make sure you get the right information.

If needed, I can also connect you with our billing team or follow up with you."



Tone Tip

Be calm and brief. Acknowledge the question, then focus on the next steps.

- ✔ **Escalate to the billing team** when the question requires a detailed review
- ✔ **State what you can & cannot** access clearly
- ✔ **Confirm the best way** to follow up before ending the call

Do

- ✔ Use a calm, steady pace
- ✔ Confirm details before ending the call
- ✔ Take ownership of the next step
- ✔ Confirm the best callback number in case you get disconnected

Don't

- ✘ Over-explain or guess about charges
- ✘ Promise outcomes you can't guarantee
- ✘ Discuss account details without verifying identity
- ✘ Transfer without explaining what will happen next

HIPAA Reminder

Confirm the patient's identity before discussing details. Avoid leaving detailed information in voicemails or texts.

RingRx Tip

Use secure texting, if enabled, to share billing updates in writing.

Review Note

Review quarterly or when staffing responsibilities or billing policies change.