

Automated bill-paying services are currently unavailable.



Payments can now be made by:

- contacting our Patient Accounts department, **937-312-8111**, or calling a PriMED office and selecting the option for billing questions. Patient Account representatives can process credit card payments over the phone. Representatives are available to assist you during regular business hours.
- **In-person payments** can be made at PriMED offices.
- **Payment can also be mailed** to P.O. Box 638581, Cincinnati, OH 45263.

We are aware that some of our patients received **multiple or outdated statements** in April. We apologize for any confusion and we're working with our billing services to resolve the issue. Please contact our Patient Accounts team if you'd like to make a payment.

We are also aware of fraudulent websites, intended to deceive users who attempt to access www.PayMyDoctor.com. Please note, [PayMyDoctor.com](http://www.PayMyDoctor.com) is not currently available.

- Use extreme caution when making any online payments for medical services. Before providing payment information, be sure the URL is accurate. Online searches may direct you to malicious/scam sites.

A recent cyber security event at Change Healthcare has resulted in UnitedHealth Group offering support for people who may be concerned about their personal data potentially being impacted based on preliminary findings from the ongoing investigation and review of data involved in the malicious criminal cyberattack on Change Healthcare.

Read more in this press release from April 22, 2024, titled *UnitedHealth Group Updates on Change Healthcare Cyberattack*.

<https://www.unitedhealthgroup.com/newsroom/2024/2024-04-22-uhg-updates-on-change-healthcare-cyberattack.html>.