



Welcome to Our New Billing System with Collectly

We are excited to announce that our medical practice has partnered with Collectly to enhance your billing experience. This new system is designed to provide you with a more convenient and efficient way to manage your bills and statements.

Why the Change?

- **Enhanced Convenience:** Receive your bills and statements directly via text messages.
- **Easy Payment Options:** Pay your bills online quickly and securely.
- **Improved Communication:** Get timely reminders and updates about your bills.

What to Expect:

1. **Communications from Harmony Healthcare Long Island via Collectly:** You will receive communications from us that may come from Collectly with your bill/statement. This is part of our new operations and is not a scam.
2. **Secure Payments:** Follow the instructions in the text message, email or paper statement to view and pay your bill securely online.
3. **Customer Support:** If you have any questions or need assistance, our team is here to help.

FAQs:

1. **Who is Collectly?**
 - Collectly is a trusted partner we have chosen to manage our billing and payments. They specialize in providing seamless and secure payment solutions.
2. **How will I receive my bill?**
 - You may receive text messages, emails, and/or paper statements from Collectly with a link to view and pay your bill online.
3. **Is it safe to pay my bill through Collectly?**
 - Yes, Collectly uses secure encryption technology to protect your payment information.



Collectly

4. **What if I have questions about my bill?**
 - You can contact our billing department directly at (573) 556-5791 or email us at hhbilling@hhli.org
5. **Can I still pay my bill the old way?**
 - Yes, traditional payment methods (e.g., in-person, mail) are still available if you prefer.

Your Action Steps:

1. **Check Your Phone, Email, and Mail:** Look out for communications from JCMG via Collectly.
2. **Follow the Link or QR Code:** Click on the link in the text message, email or QR code on the paper statement to view and pay your bill securely via Collectly.
3. **Contact Us:** If you have any questions, reach out to our billing department.

Contact Information:

- **Billing Department Phone Number:** (516) 396-0148
- **Billing Department Email:** hhbilling@hhli.org

Thank you for your cooperation and understanding as we transition to this new system. We anticipate the transition to be seamless – and we are confident that Collectly will improve your billing experience and provide you with more convenient payment options.

Sincerely,

Harmony Healthcare Long Island