



Healthcare
Finance

Easy Access To Medical Credit

Toll free 1-877-224-1414

Local 1-540-983-3299

Fax 1-540-224-5302

FAQ

On May 15, 2020, MedKey sent a letter informing cardholders of important dates and changes to their MedKey accounts. We would like to take the opportunity to answer the most frequently asked questions:

How do I know if I can transfer my balance to Carilion Bill Pay?

Most Carilion hospital and professional charges are eligible for Carilion Bill Pay. For account-specific inquiries, please contact us directly at 1-877-224-1414.

Do I have to move my current MedKey balance to Carilion Bill Pay?

No. You can keep making payments to MedKey as you currently do. However, as of July 1, 2020 you can no longer add new charges to your MedKey account. Once your account reaches a \$0 balance, it will be closed.

The option to transfer your balance to Carilion Bill Pay will continue to be available, even after July 1, 2020.

What if I do not owe a balance on my MedKey account?

If you have a \$0 balance on July 1, 2020, your account will be closed.

What options do I have to finance my medical charges moving forward?

You have three options:

1. Keep your current balance with MedKey and pay any additional medical balances in full.
2. Keep your current balance with MedKey and establish a Carilion Bill Pay account to finance future medical bills.
3. Transfer your MedKey balance to Carilion Bill Pay. You will then be able to add all future charges to that account as well.

When is MedKey closing?

Currently, there is not a definitive date for MedKey's close of business. We can assure you, however, that we will be open for at least the next 18 months.

What happens if I still owe MedKey a balance when they close?

Further details will be provided as we approach a close of business. As this time comes, we will contact you with additional information regarding your options.

Will I receive another notice when MedKey knows the date they are going to close?

Yes, we will provide additional information as the close of business approaches.

What is Carilion Bill Pay?

Carilion Bill Pay is a new online payment system. It offers improved technology and more options for paying your bill. Sign up with Carilion Bill Pay to view your bills and see what insurance has paid, all in one place. You can pay your full statement or set up a payment plan to fit your budget. With Carilion Bill Pay, you can manage your entire family's bills from one place, sign up to receive text alerts, and more.

Carilion Bill Pay supports electronic statements and paper statement options. Paper statements will be available after July 1, 2020.

When can I get a paper statement from Carilion Bill Pay?

Effective July 1, 2020 paper statements will be available for finance plans established through Carilion Bill Pay. If you would like to establish a Carilion Bill Pay account prior to July 1, the digital platform supports electronic statements. You can create a Carilion Bill Pay account by visiting **CarilionClinic.org/billpay**.

What if I sign up for Carilion Bill Pay and then decide I want to go back to MedKey?

We apologize for any inconvenience; however, once your MedKey charges are transferred to Carilion Bill Pay, they are not eligible for return to MedKey.

Please contact our office M-F 8-4:30pm. at the number(s) above should you have other questions or concerns.