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*Middle Tennessee Pharmacy Services*

**Payment Information Letter**

Dear Valued Customer:

We would like to thank you for being a Middle Tennessee Pharmacy customer. We pride ourselves in excellent customer service and strive to handle all of your pharmaceutical and billing needs.

Our Billing team here at Middle Tennessee Pharmacy Services would like to share with you some of the different payment options we offer. In an attempt to make things more convenient for our customers, we have provided you with an online bill pay method or an automated pay by phone option. If you do not wish to use these options, you can always mail a payment to our billing department.

On the back of this letter you will find a sample of our statement. We have indicated where you can find the information specific to your account. We have also provided you with a list of answers to some of our more frequently asked questions. If you have any further questions or need assistance with these payment methods, please contact our customer service department.

Sincerely,

*Customer Service Department  
Middle Tennessee Pharmacy Services  
833-442-9716*

# Middle Tennessee Pharmacy Services

## Frequently Asked Questions

**Q** - When are statements usually mailed out?

**A** - Statements are mailed out the first week of every month.

**Q** - Will my statement indicate what my insurance company has paid?

**A** - Our statements only reflect what you owe after your insurance has been applied. This is called your copay. These copays are set by your insurance provider.

**Q** - What is post consumption billing?

**A** - This means we will not bill the patient until all medication has been consumed.

Example: 4/13/17- Medication is filled and delivered ←

5/12/17- Patient finishes medication

5/31/17 – We check insurance and quantities

6/1/17- Print and mail statement with fill date and copay(s)



John Smith  
101 Main Street  
Happyville, Tn



Please check if address or insurance information is incorrect and complete form on back.

Fill in Below To Pay By Credit Card			
<input type="checkbox"/> MasterCard	<input type="checkbox"/> Discover Card		
<input type="checkbox"/> Visa	<input type="checkbox"/> American Express		
Card Number	Exp. Date	Security Code	
Card Holder Name	Signature		
Statement Date 06/05/17	Pay This Amount \$102.47	Account # SMITJOH	
Payment Due 06/20/17	Show Amount Paid Here	USD \$	
Make Checks Payable To:			
MTPS PO Box 415000 MSC 7512 Nashville, TN 37241-7512			

PLEASE DETACH AND RETURN TOP PORTION WITH YOUR PAYMENT

Acct #: SMITJOH Please Pay: \$102.47 Due Date: 06/20/17

Middle Tennessee Pharmacy Services offers two convenient ways to pay your bills any day, any time!

To enroll and pay online Please visit: <a href="http://paymtps.midtennpharm.com">paymtps.midtennpharm.com</a> Enter your Statement PIN: <b>HJU2935</b>	To pay using our automated telephone service Please call: 844-521-4584 Access Code: <b>72122935</b>
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**STATEMENT PIN**

**ACCESS CODE**