



Jan. 2026

How We Handle Payment for Unpaid Bills

Payment at Your Visit

- We expect payment when you receive care unless you've made other arrangements.
- Your copay only covers that day's visit. If you owe money from past visits, you'll need to pay toward that balance too to avoid going to collections.

If You're Worried About Paying

- Tell the staff when you check in if you want help applying for Medicaid or joining our sliding fee discount program. You can also let us know if you're going through a hardship.
 - Our Outreach team will check if you qualify for Medicaid and help you apply.
 - If you don't qualify, we'll help you sign up for our [sliding fee discount program](#).
 - If you've had a hardship—like a house fire or job loss—we can set up special payment plans.

If you're not at one of our locations or prefer not to talk in person, call [757-414-0431](tel:757-414-0431) (weekdays, 8:30 a.m.–5 p.m.) or email paymybill@esrh.org.

Getting Your Bill

- You'll get your bill by mail or text, based on your preference.
- If you don't pay right away, we'll send reminders over several weeks.
- If you tell us you need help, we'll offer an affordable, interest-free payment plan. Just contact us to start.
- If you don't respond after repeated attempts, your account will go to collections. You can still receive care from us even if that happens.

Need help? Again, call [757-414-0431](tel:757-414-0431) (weekdays, 8:30 a.m.–5 p.m.) or email paymybill@esrh.org.