

BILL QUESTION PROCESS

1. The patient should be instructed to call Zotec (AMI Billing) at **(800) 927-2344**. Please confirm that the patient has already attempted to resolve the issue with Zotec (AMI Billing). If they have not, the patient should be instructed to call the 800 number first.
2. For issues unresolved by Zotec:

➤ **Email billquestion@aminj.com.**

- This includes billing inquiries, account balances, out of pocket expenses or any unresolved issues by Zotec.
- Include in your email:
 - Patient Name (First initial, last initial)
 - Date of service (if Applicable)
 - MRN number
 - Date of birth
 - Specific question/issue
 - Phone number best to reach the patient regarding this issue.
- Advise the patient that they will be contacted by an AMI representative as soon as possible, but typically within 24 - 48 hours.
- Add a note into the patient's account (ex: emailed bill question with concern)

****To avoid duplication of efforts, please only send 1 email per request ****

Please note: Refund requests can be handled by the Lead Receptionist on site with the provided password.

3. For immediate assistance or any urgent billing concern...
 - Please contact our billing department @ Phone # (856)794-8664 Ring Group Ext. **3695**

****These numbers are for staff members only and should not be shared with the patient.****

LAST NAME	FIRST NAME	EXT.	HOURS
FALDETTA	MARISSA	1014	8:30 AM-5:00 PM
OSBORNE	CHYRL (Billing Manager)	3661	6:30 AM - 3:00 PM
POULERES	JOANNE	1015	8:30 AM-5:00 PM
SHAH	MALLIKA	3663	T, W, TH 7:00 AM -3:30 PM
SAONER	CASSIDY	3687	8:00 AM - 4:30 PM
SUYDAM	DIANE	3674	8:00 AM - 4:30 PM
VUOLO	CRISSY	1022	7:30 AM - 4:00 PM

You may contact our billing manager, Chyrl Osborne at ext 3661 or by email: cosborne@aminj.com. If you cannot reach her, please leave a message for her to escalate the patient's concern. Chyrl will handle the situation from there and no other follow-up is needed.