

Frequently Asked Questions



General Questions

Do I need to create an account to make an online payment?

No. Log on to meritdental.mysecurebill.com and click Make Payment.

What information do I need to sign up for e-statements?

The sign-up form requires that you enter the myEasyMatch code located on your statement. If you don't have a statement available, please contact your local office.

Where can I find myEasyMatch Code?

The myEasyMatch code is located on the upper right-hand side of your billing statement, just above your patient number.

Do I need to enroll each member of my family?

No. All of your dependents will be included on your e-statement; as they were on your paper statement.

What if I forgot my Username?

Use the One-Time Payment link in the email notification to view and pay your bill. You can also log on to meritdental.mysecurebill.com and click Make Payment. If you need further assistance, please email patientservice@meritdental.com or call 877-617-3140 during regular business hours.

What if I forgot my password?

Click on the "Forgot Your Password" link on the Login screen. You will be prompted to enter your User name to receive a confirmation email. The email will contain a link to reset your password.

What is Adobe Reader and why do I need it?

Adobe Acrobat® Reader™ is free software used for viewing and printing of electronic forms. You will need this software installed in order for your computer to download, display or print your statement.

How can I get Adobe Reader?

If you need to download and install the Adobe Acrobat (free of cost for Windows, Macintosh and UNIX), click on the following link: [Adobe Reader Download](#)

Am I still able to make payments at my local Merit Dental office?

Yes. You can make payments in person or over the phone. Make an online payment to avoid the cost of postage!

E-Statement Questions

What are e-statements?

E-statements are an electronic version of your mailed statement. The electronic statement is identical to the paper statement and can be viewed, printed or saved on your computer.

Will I still receive a paper statement?

When you enroll, you automatically begin receiving e-statements instead of paper statements. You have the choice of either e-statements or paper statements and can change your preference anytime under the Profile tab in your account.

When will my e-statement be available?

E-statements are typically available by the 5th business day of the month.

How will I know when my e-statement is ready for viewing?

You will receive an email notification when your statement is available. Links in the email allow you to easily make a payment or view your statement.

Who should I contact if I don't receive an email notification?

Please email patientservice@meritdental.com or call 877-617-3140 during regular business hours.

How many email addresses can I set up for my e-statement notification?

Your e-statement notification is sent to one email address. Please provide the email address that you check most often.

How long will my statement remain online?

Your current e-statement will be available for 12 months. You can also access e-statements for the previous 11 months in your online account. You have the ability to save each statement to your computer should you need to view/access e-statements in the future.

Is there a fee to enroll?

No, there are no additional fees to enroll in e-statements or make payments online.

Is my personal information secure with e-statements?

Yes, all of your personal information accessed through MySecureBill is encrypted and password protected to ensure your personal information is secure.

What if I change my email address?

Log in to your account and select the Profile tab. Email address, password, or statement delivery preference can be updated on this tab.

Will I receive a separate statement for each dependent on the account?

No. You will continue to receive one statement for your account as you did with regular paper statements. Your statement balance will reflect all payments due for all dependents on your account.

Online Payment Questions**Will I be charged a fee to make an online payment?**

No, there is no charge for making a payment online.

What payment methods are accepted online?

You may make credit card payments using Visa®, MasterCard®, Discover®, or American Express®. You also have the option of making a payment from your financial institution via an e-check (note: you must be enrolled for e-statements to use the e-check option).

Where do I find the verification number/security code on my credit card?

The card verification number/security code is a three-digit number on the back of Visa®/MasterCard®/Discover® or a four-digit number on the front of American Express®.

When will my payment be posted to my account?

Your payment will typically be posted within three business days of the transaction. A receipt confirming your payment will be emailed to you.

Can I view my online payment history?

Yes. You can review payments made online under the “Recent Payments” link. You will not see payments made by insurance or payments made in the office.

I received a payment confirmation from my online payment, but when I called my local office, they said I still have a balance. What happened?

This is likely a timing difference as payments are posted in our system within three business days of the transaction. We encourage you to check back after waiting at least three business days. If you still have a question, please email patientservice@meritdental.com or call 877-617-3140 during regular business hours.