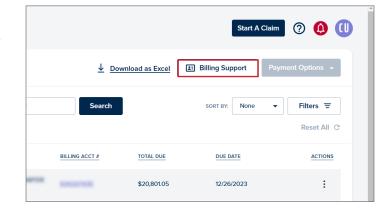# Billing Support

Billing in Insured Portal

Users can find the Billing Support Button on both the Billing Summary and Billing Details pages. By clicking this button, they can view service hours, phone numbers, and addresses. Additionally, there's a form available for sending an email directly to the appropriate person for assistance.

Billing Support from the Billing Summary Page.

1. From the Billing Summary page, click **Billing Support**.

NOTE: In the Billing Support modal, users will see the contact information on the left and an email form on the right.

2. To send an email using the form, do the following:

   a. Select a **Billing Account Number** from the drop-down menu.

   b. Enter a **Phone Number** if different from the one associate with the account.

   c. Select an account number (or General Question) from the **In Reference To** drop-down menu.

   d. Enter a message in the **Message** box.

   e. Click **Send**.

Note: Some information, like email, may be pre-populated with information associated with your account and cannot be changed.