Bethel Lutheran Nursing & Rehabilitation Center

Frequently Asked Questions

Below are the questions we hear most about our portal.

What do I need to create my account on your portal?
To create an account, you will need your Online ID (found on your most recent statement) and your Zip Code. You will also need a valid email address to complete the process. That's it!

Can I pay by check or credit card?
Unfortunately, no. You can only pay by check.

Is my bank information stored on the portal?
You have an option to pay via quick pay where no banking information is stored on the portal. If you create an account, you have the option to store this information, but it is not required. Bank Information stored on the portal based on the Payment Card Industry Data Security Standard (PCI DSS).

How long does it take transactions to process and have the funds withdrawn from my account?
The funds are typically withdrawn on the day your transaction is processed, or on the specific day you configure on the payment screen.

Is there an auto pay feature?
Yes, you can opt for auto pay. Once the statement is available in the portal, if you have elected for auto pay, the full balance will be withdrawn from your payment method of choice 10 days after the statement is posted. To opt in for auto pay, simply create an account and select auto pay on the payment screen. The next time a statement is available in the portal the payment will be made automatically.

Can I have my statements delivered electronically?
For users who create an account, they can opt for e-delivery of statements. You can choose to be notified by either email or text. When notified, simply login to your account to view the statement.

Can I obtain receipts for payments made through the portal?
In addition to email notification of payments details, the payment receipts area is available 24/7 on the portal.

Your question not included here? Simply contact us at AR@blnrc.com to get your question answered.