

## Medical Data Lockbox

### General information

Truist Medical Data Lockbox solution automates your health care lockbox by helping you automate all types of payments – paper and electronic, patient, and insurance.

### Key things to know

- You'll continue to receive your medical data lockbox service, managed by our partner Orbograph.
- There are no changes to the login credentials you use to access the service. But you'll see Truist branding and a new URL, <https://truist.hpac-portal.com>, has been established. The current web address, <https://bbt.hpac-portal.com>, will automatically re-direct for a period of time.
- There are no changes to output file delivery method or timing.
- Your processing instructions remain unchanged.

### Key things to do

Bookmark the new Medical Data Lockbox URL: <https://truist.hpac-portal.com>

### Service description information

On October 10, 2021, your BB&T account will become a new Truist account, and your treasury services will transition to Truist treasury services. For treasury services, service descriptions and certain pricing will be modified. Any pricing changes for deposit accounts or treasury services will be effective October 1, 2021.

We have worked to limit fee changes for our clients, but depending on your services and usage there may be changes to your entity's pricing. To view your personalized treasury services pricing detail, please review your account analysis statement when it becomes available for the October 2021 period.

An overview of the changes to Treasury Solutions service descriptions, definitions and standard pricing for the services, is located [here](#). Your actual pricing may be different based on your usage of services, account types, or other agreements we have with you relating to pricing. The service descriptions are shown by product and broken into three categories for ease of review as listed below:

- 1) **No change** - Service Description and Definition provided for reference
- 2) **Service description name change only** - The description on your statement will change, but the billing methodology and price are unchanged
- 3) **Change to name, billing methodology and or price** - Services with a change to billing methodology or price are provided along with additional information to help you understand how any changes may affect your account.

If you have questions about this information, contact Truist support at **877-882-1194**.  
Representatives are available from 8 am to 8 pm ET, Monday through Friday on bank business days.