MyChart - Review Billing and Insurance Information

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MyChart has information about hospital and clinic bills and provides a great way to review this information.

The following options are available in the billing section of MyChart:

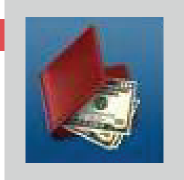
- View an outstanding balance for clinic and hospital visits
- Sign up for paperless billing
- View coverage information
- Contact customer service for billing related questions and concerns

Access Billing Menu

To access the "Billing" menu in MyChart follow the steps below:

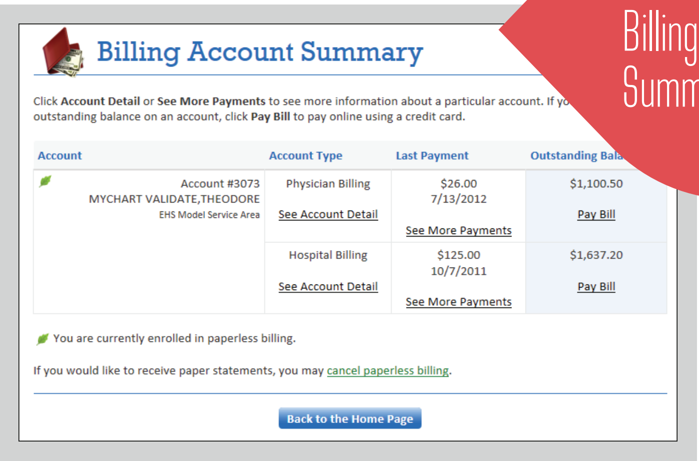
1) Log into MyChart
2) Click the "Billing" tab on the home page

Access the Billing Account Summary



Click "Billing Account Summary" and the window to the right opens. Another way to access the "Billing Account Summary" is to click the "View Your Account Summary" icon on the home page.

- Hospital and clinic bills can be viewed
- The account, last payment and outstanding balance will show



Billing Account Summary

Click **Account Detail** or **See More Payments** to see more information about a particular account. If yo outstanding balance on an account, click **Pay Bill** to pay online using a credit card.

Account	Account Type	Last Payment	Outstanding Bala
Account #3073 MYCHART VALIDATE,THEODORE EHS Model Service Area	Physician Billing See Account Detail	$26.00 7/13/2012 See More Payments	$1,100.50 Pay Bill
	Hospital Billing See Account Detail	$125.00 10/7/2011 See More Payments	$1,637.20 Pay Bill

You are currently enrolled in paperless billing.

If you would like to receive paper statements, you may cancel paperless billing.

Back to the Home Page

Account Details

- The account details can be viewed by clicking "See Account Detail"
- The "Account Details" screen opens
- This screen shows demographics, outstanding balance, outstanding accounts and statements
- Click the "Back to Billing Account Summary" button

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Recent Payment Information

- To view recent payment information, click "See More Payments" link
- Select a date range and click "View Payments"
- The "Recent Payment Screen" shows the date, type of payment and amount paid
- To return to the previous screen, click the "Back to Billing Account Summary" button

Customer Service Request

- For billing questions, a customer service request can be sent from this page
  1) Click the "Send Us a Customer Service Request" link
  2) Select the subject for the request from the list of choices
  3) Type in your question, concern or comment
  4) Click "Send" and a message displays showing that the message has been sent
- Click the "Back to Billing Account Summary" button to return to the "Billing Account Summary" page

Paperless Billing

- To sign up to receive electronic statements, click the "Sign up for Paperless Billing" link

  1) Verify that your email address is correct. If not, click "Change" and update your information
  2) Select the box to receive e-mail notifications
  3) Click the "Sign Me Up" button, and a confirmation message will be displayed showing that statements will no longer be mailed
  4) Click the "Back to the Billing Account Summary" page
  5) Click the "Back to the Home Page" button to return to the main menu

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Insurance Summary

Insurance Summary:
- Displays the insurance information
- Effective date of the insurance plan
- Plan details

To access the "Insurance Summary" page:
- Click the "Billing" tab on the home page
- The window to the right displays
- Click "Insurance Summary"

Coverage Details

Coverage Details:
- Can view coverage details
- Send a customer service request
- View claim and referrals information

To access the "Coverage Details" page:
- Click the "Billing" tab on the home page
- Click "Coverage Details"

Plan Details

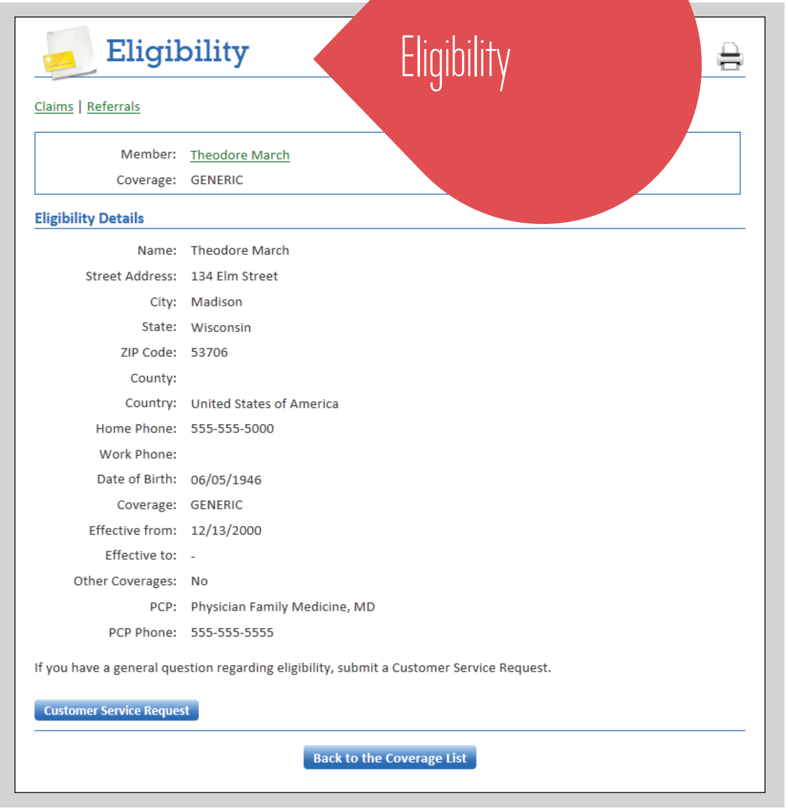
- Payor/Plan, subscriber name and effective date are displayed on the insurance summary
- To view "Plan Details," click on the "Payor/Plan" name
- The "Plan Details" screen opens
- The page provides a comprehensive view of the insurance plan such as: payor, plan name, effective date, copay amount and coinsurance %
- Click the "Back to the Insurance Summary Page" button to exit the "Plan Details" screen
- Click "Back to Home Page" button to return to the main menu

Eligibility

The member's name, ID and date of birth display

1) To view detailed coverage information, click the member's name
2) The "Eligibility" page opens

    - The "Eligibility" screen shows the patient name, address, phone numbers, email, coverage and effective from date
    - From this screen, there are 2 options available at the top of the page: "Claims" and "Referrals"



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Claims

- If there are claims on file, click on the "Claims" link
- The "Claims" window below opens

Claims

Eligibility | Referrals | Benefit Information

Member: Allen Elkton
Coverage: FLETCHER HD [149]

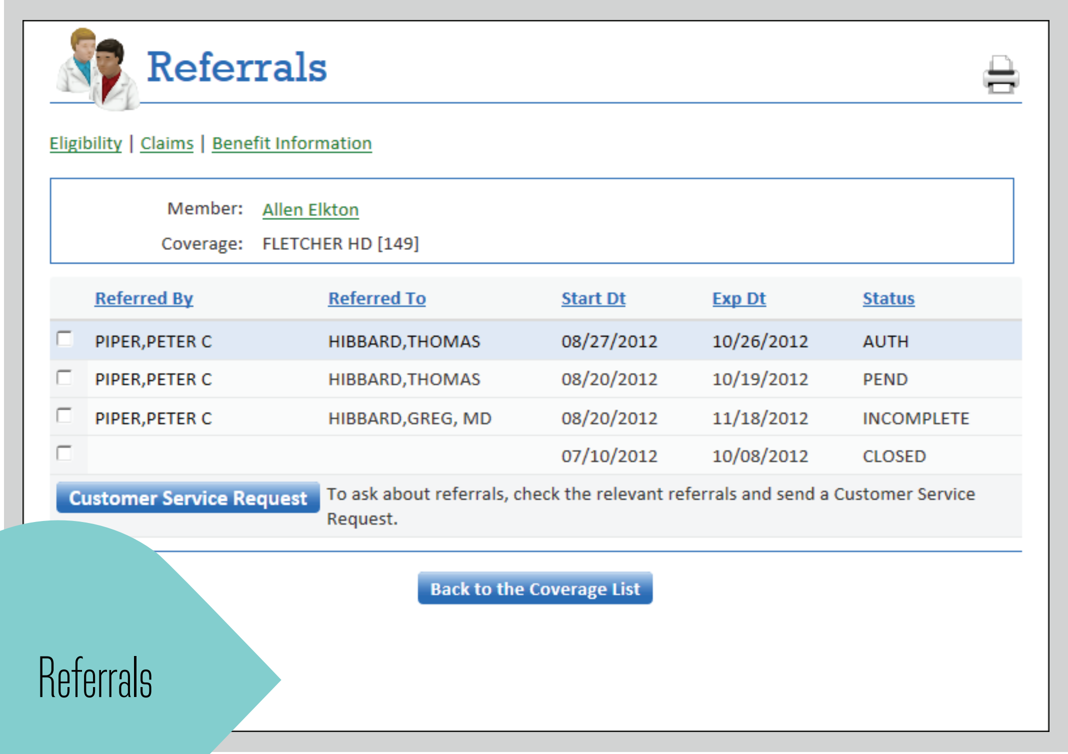
	Claim #	Provider	Dt of Service	Dt Received	Status
☐	121226	HIBBARD,THOMAS	08/13/2012	08/28/2012	Clean
☐	121624	HIBBARD,GREG, MD	07/05/2012	08/07/2012	Pending

Explanation of Benefit | Customer Service Request | If you have a question regarding specific claims, check the box next to each claim, and then submit a Customer Service Request. If you would like more details on your claims, request an Explanation of Benefits.

Back to the Coverage List

- The claim can be selected and also viewed as an Explanation of Benefit screen that is mailed from the insurance provider
- Claim #, provider, date of service, date received and the status are found on this page
- To view an explanation of benefit on a particular claim, click the check box next to the claim
- Click on the "Back to Coverage List" button

Referrals



Referrals

Eligibility | Claims | Benefit Information

Member: Allen Elkton
Coverage: FLETCHER HD [149]

	Referred By	Referred To	Start Dt	Exp Dt	Status
☐	PIPER,PETER C	HIBBARD,THOMAS	08/27/2012	10/26/2012	AUTH
☐	PIPER,PETER C	HIBBARD,THOMAS	08/20/2012	10/19/2012	PEND
☐	PIPER,PETER C	HIBBARD,GREG, MD	08/20/2012	11/18/2012	INCOMPLETE
☐			07/10/2012	10/08/2012	CLOSED

Customer Service Request | To ask about referrals, check the relevant referrals and send a Customer Service Request.

Back to the Coverage List

- To view referrals, click on the "Referrals" link
- The "Referrals" screen shows the following information:
  1) Who the patient was referred by
  2) Which physician or facility the patient was referred to
  3) The start date of the referral
  4) The expiration date of the referral
  5) The status of the referral
  6) Submit a "Customer Service Request" if there are any questions about referrals
- Click on the "Back to the Coverage List" button
- Click on the "Back to the Home Page" button to return to the main menu

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