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

To access the "Billing" menu in MyChart follow the steps below:
1) Log into MyChart
2) Click the “Billing” tab on the home page

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

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
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

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

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
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:
• 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”

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

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

- 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

- 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