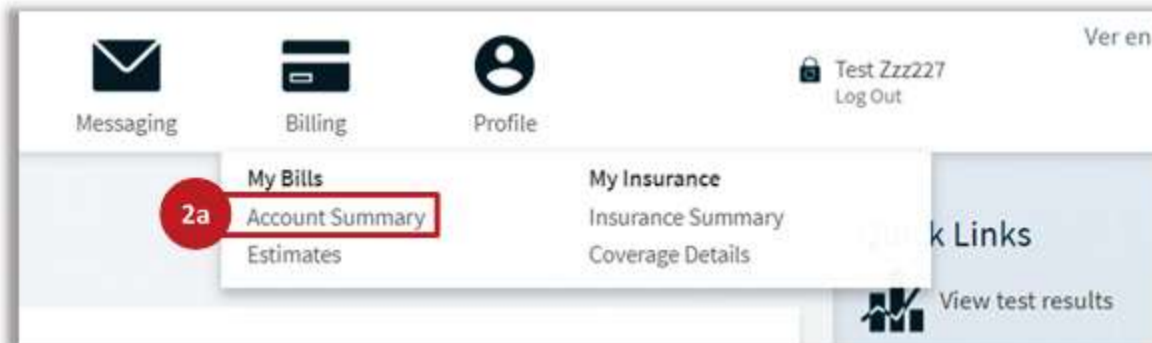


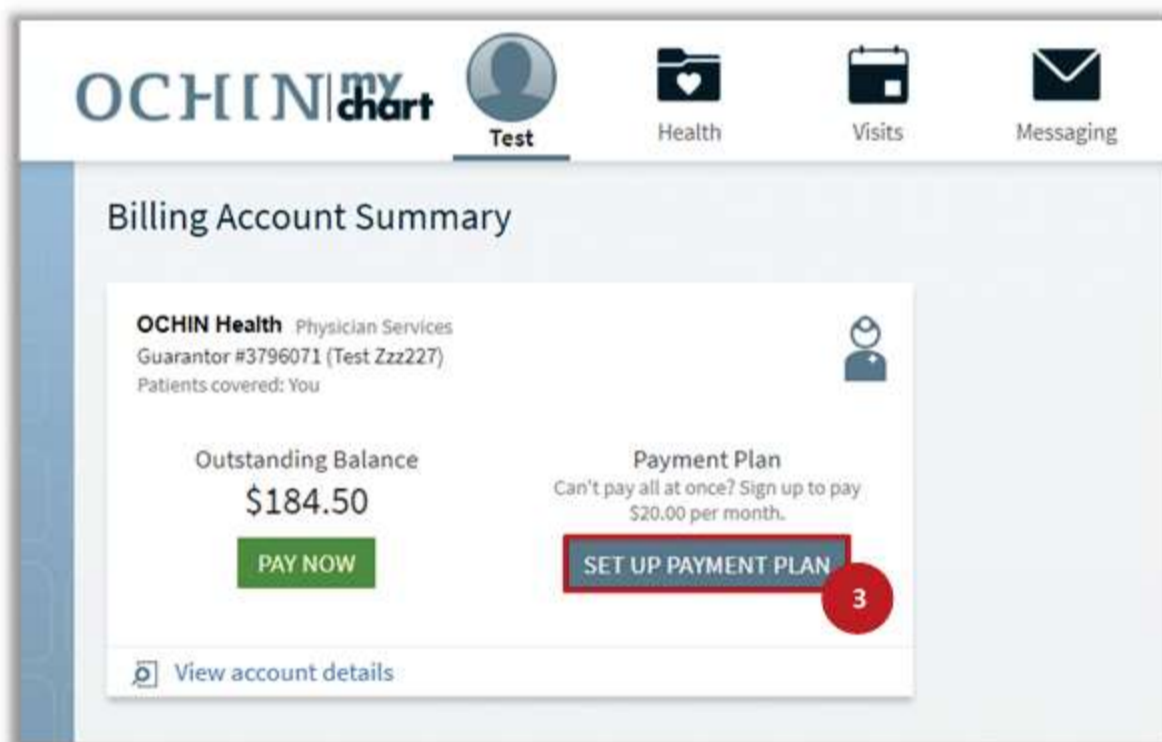
Pacific Psychology & Comprehensive Health Clinic
MyChart URL:
<https://mychart.ochin.org/mychart/Authentication/Login?>

2. Click the **Billing** button from the toolbar.

a. Click **Account Summary**.



3. The billing account summary page opens and display the patient's outstanding self-pay balance. Click the **Set up Payment Plan** hyperlink (the minimum amount due each month will display below the payment plan option).



The minimum monthly amount due is determined by maximum number of payments, minimum monthly amount, minimum balance and/or maximum balance.

4. The Payment Plan Sign Up activity opens.

- Enter the desired **monthly amount** (the box is pre-populated with the minimum monthly payment amount).
- Select the **day of the month** that you'd like your payments to be made (the box is pre-populated with the 15th of each month).
- The sentence below will provide information on the **total number of months** it will take to pay the outstanding balance on account.
- Click **Next**.

Sign Up for a Payment Plan

1. Choose a monthly amount

How much do you want to pay per month towards your outstanding balance of \$184.50? On which day of the month would you like your payments to be made?

\$20.00 15

This monthly amount will require you to make 10 payments until you pay off your balance in March 2020.

4c NEXT CANCEL

5. Select a payment method.

- a. If an existing card is selected, click **Next**, or;
- b. Click **Add Payment Method** to add a new credit card.

Sign Up for a Payment Plan

2. How would you like to pay?

We accept payments via the following credit card brands: VISA Mastercard American Express DISCOVER Diners Club

OCHIN
VISA x8434
exp. 03/2023

Security code

+ ADD PAYMENT METHOD

BACK NEXT CANCEL

6. For a new credit card, enter the required and relevant payment information.

- a. Click **Save Payment Method**
- b. You'll return to the payment method selection screen. Select the appropriate card and click **Next**.

Enter payment information

Indicates a required field

Name on card

Card number

Expiration date / /

Security code

Payment method nickname

6a SAVE PAYMENT METHOD

Billing information

Test Address
Smalltown, OR 97117
555-259-8495
test@ochin.org

Enter a new address

If the patient tries to enter monthly payment information that does not fall within the parameters set by your SA, they will receive the following warning:



The monthly payment you entered is too low for your outstanding balance.
It has been automatically adjusted to the minimum allowed amount.

If the credit card information on file has expired or will expire prior to payment plan completion they will receive the following warning:



Your selected credit card will expire before your plan is completed.
You will need to add or choose a new payment method before your selected card expires. We'll notify you electronically when your selected card is about to expire.

If the patient has email notifications turned on they will receive an email reminder two months before card expiration date.

7. Review the payment plan information and click **Start Plan**.

3. Confirm your payment plan

You will be paying \$20.00 per month towards your balance of \$184.50 .	Your first payment will be made on June 15 and will be the first of 10 payments until you pay off your balance in March 2020	Payments will be made automatically on the 15th of each month with this payment method. Payment method VISA OCHIN x8434 exp. 03/2023
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Once your plan is active, you may make updates but may not remove previously added balances. Future visits will be automatically included in your payment plan. You will not need to update your plan after every visit. If you need to end your plan, you will need to call us at 555-222-8888 or send a message to customer service.

7 [START PLAN](#) [CANCEL](#)

8. If the payment plan was configured successfully, the page will display the monthly payment amount, total number of payments, day of month for each payment, and credit card selected for your records.

Payment Plan Sign Up Successful

✓ Your automatic payment plan has been set up.
You may print this page for your records.

You will be paying \$20.00 per month towards your balance of \$184.50 .	Your first payment will be made on June 15 and will be the first of 10 payments until you pay off your balance in March 2020	Payments will be made automatically on the 15th of each month with this payment method. Payment method VISA OCHIN x8434 exp. 03/2023
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Patient Workflow: Cancel Payment Plan^u

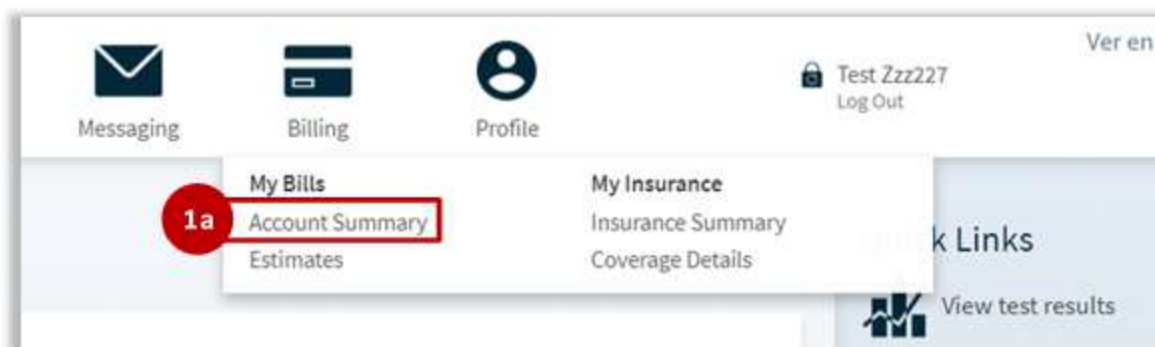
Patients can no longer terminate their payment plan from their MyChart account. Patients must contact the SA to remove the auto-payment method from their guarantor account.

Patient Workflow: Update Payment Plan^u

Patients have the option to change the amount of their monthly payment plan anytime they want as long as the amount is within the minimum monthly amount of your SA.

The patient's MyChart account:

1. Click the **Billing** button from the toolbar.
 - a. Click **Account Summary**.



2. The billing account summary page opens and display the patient's outstanding self-pay balance and auto pay details.
 - a. Click the **Manage payment plan** hyperlink.

Billing Account Summary

OCHIN Health Physician Services
 Guarantor #3796071 (Test Zzz227)
 Patients covered: You

Outstanding Balance
\$184.50
[PAY NOW](#)

Auto Pay
\$20.00
 Scheduled for 6/15/2019
[Manage payment plan](#) **2a**

[View account details](#)

3. The patient has the option to update:

- The monthly payment amount,
- The date of the month the payment is made, and/or
- The payment method.
- Click **Next** after each change.

Update Your Payment Plan

Current payment plan

You are paying \$20.00 per month towards your plan balance of \$184.50 .	You have 10 payments left until you pay off your balance.	Automatic payments are made on the 15th of each month with this payment method. Payment method VISA OCHIN x8434 exp. 03/2023
--	--	--

1. Update your monthly amount

How much do you want to pay per month towards your outstanding balance of **\$184.50**?
 3a





On which day of the month would you like your payments to be made?
 3b

This monthly amount will require you to make **7** payments until you pay off your balance in **December 2019**.

3d [NEXT](#) [CANCEL](#)

Update Your Payment Plan

2. How would you like to pay?

We accept payments via the following credit card brands: **VISA**    

VISA OCHIN x8434 exp. 03/2023 Security code <input type="text"/>	+ ADD PAYMENT METHOD
--	--------------------------------------

3c [BACK](#) [NEXT](#) [CANCEL](#)
3d

4. Review the payment plan information and click **Update Plan**.