Minnesota Center for Psychology, LLC Patient Portal Guide

Updated: April 2021

Contact the Minnesota Center for Psychology at 651-644-4100 for any questions regarding the patient portal.

LOGGING IN TO THE PATIENT PORTAL

1. You will receive an email from "InSync Administrator" which will have the patient portal URL. You will need to click where it says, "Click here to activate your login". This will bring you to the patient portal login screen.
2. You will be asked to enter your username which is the email address that you provided the clinic with, your date of birth, and the mobile number that you provided the clinic with. After entering this information, you will click the button "Proceed to Login".
3. After clicking this button, you will receive a 6 digit code to your mobile phone and email address you provided. Please enter the 6 digit code and click "Verify OTP"
4. Once you select "Verify OTP", a Terms and Conditions pop-up will appear which you must agree to, to continue.
5. You will be brought to a new screen where you will be able to create your own password.
   *If at anytime, you forget your password, you can click "Forgot Password" on the patient portal login screen to reset your password.
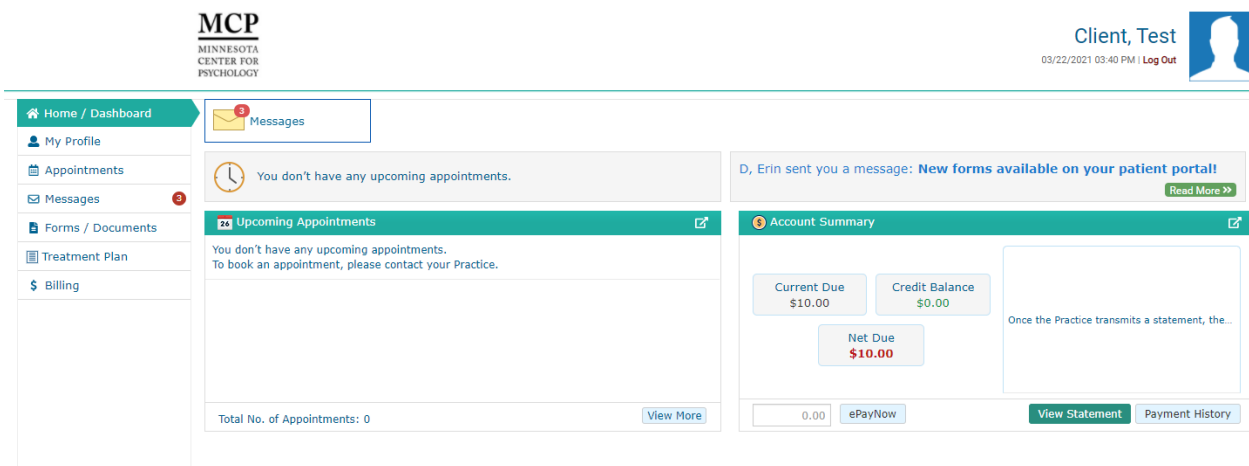
USING THE PATIENT PORTAL

- When you sign into the portal, you will receive the following HIPAA notice:
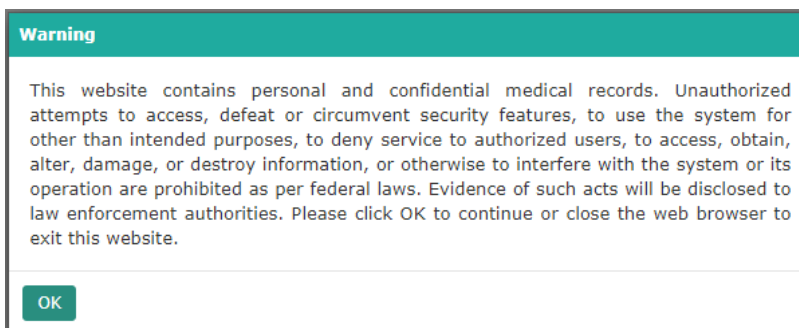
- Click "ok".
- You will then be brought to the dashboard screen which looks like the following image:

Dashboard:

A. **Messages**: This icon shows how many unread messages you have. By clicking on this icon, you will be brought to the message area where you are able to view messages in your inbox, view sent messages, reply to and compose messages.

B. **Upcoming Appointments**: you are able to view your upcoming appointments. If there is nothing listed in this section, it means that you do not have any future appointments scheduled.

C. **Account Summary**: you are able to view your current balance, the patient statement for your current balance, and your payment history.

- **"Current due"** is the total balance that is your responsibility. **"Credit balance"** is the current amount that you have paid MCP and has yet to be applied to the account. *This often occurs because a clinician needs to submit billing information to the billing department prior to any client payments being applied to the account (copayments, self-pay payments).* **"Net due"** is the total amount that is currently owed to MCP by you or your financially responsible party.

  *If you have any questions about the amounts that are appearing on this screen, please reach out to the billing department at 651-272-1000

D. **ePayNow:** You will be able to make an online payment through this tab. To make an online payment, type in the amount that you would like to pay and click the "ePayNow" button.

- The following tab will pop up:

When this tab pops up, click "pay". *You will not need to change anything in the drop-down boxes if this is your first payment through the portal.* This will take you to a screen where you can enter your debit or credit card information.

Please note: if you choose to save a credit card on file, you will be able to select your saved card for future payments from the "Card#" drop down.

ePayment

Payment Information

Patient MRN # :	0000009299
Patient FirstName:	Test
Patient LastName:	Client
Address 1:	2324 University Ave W
Address 2:	
City:	Saint Paul
State:	MINNESOTA
CardHolder FirstName:	Test
CardHolder LastName:	Client
Billing Zip:	55114
Card Number:	
Exp Date:	__/__ (MM/YY)CVV/CVD:
Amount:	$1.00
Email:	

Submit

Cancel

- Please enter in the information for each section shown in the image above.
- If you would like to save your card on file, select "Please save my card on file for future use". You are *not* required to save your card information on file.
- After entering in information for the sections listed above and checking the boxes, click **"Submit".**

Bookmarks:

- The dashboard screen will have a bookmarks side bar which looks as follows:
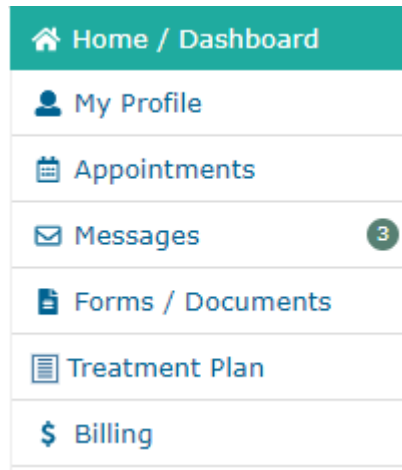
A. **My Profile**: This tab will allow you to view your demographic information and insurance information that MCP has on file.

- Note: You will *not* be able to edit this information. If you notice any inaccurate information, please contact MCP directly and we will update it accordingly.

B. **Appointments**: You are able to view your upcoming and past appointments from this tab.

C. **Messages**: You are able to view messages in your inbox, compose a new message to our Front Desk team, and view your sent messages from this tab.

D. **Forms/Documents**: You are able to electronically fill out, sign, and send documents to MCP.

- Note: To sign a document, click on the pencil icon next to the signature.

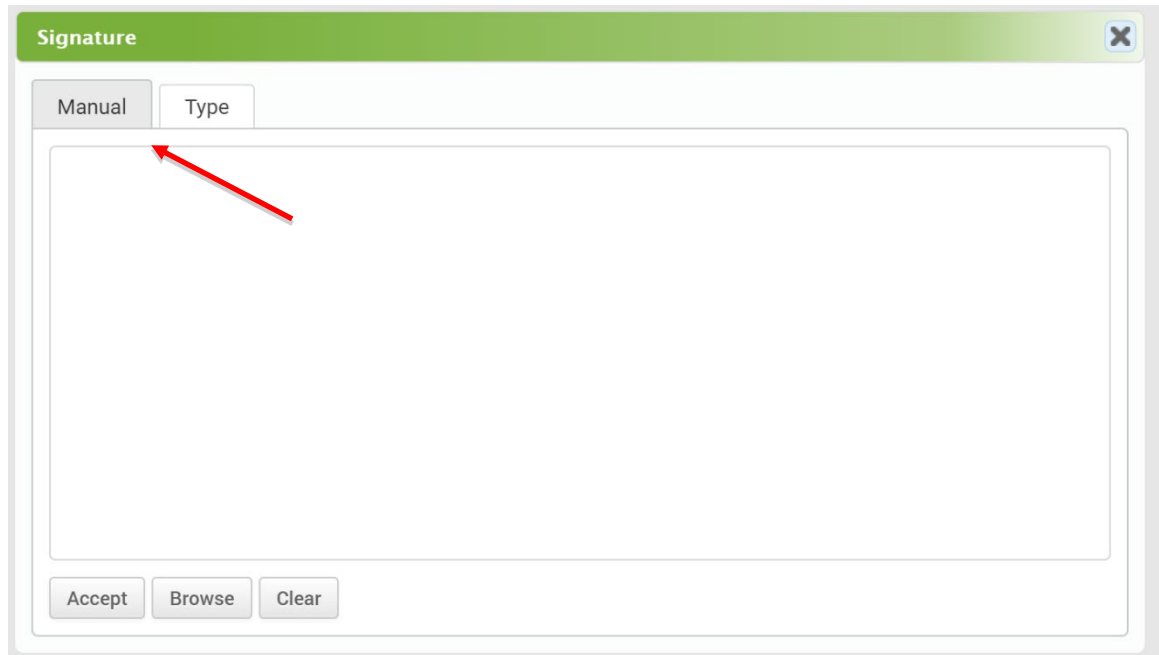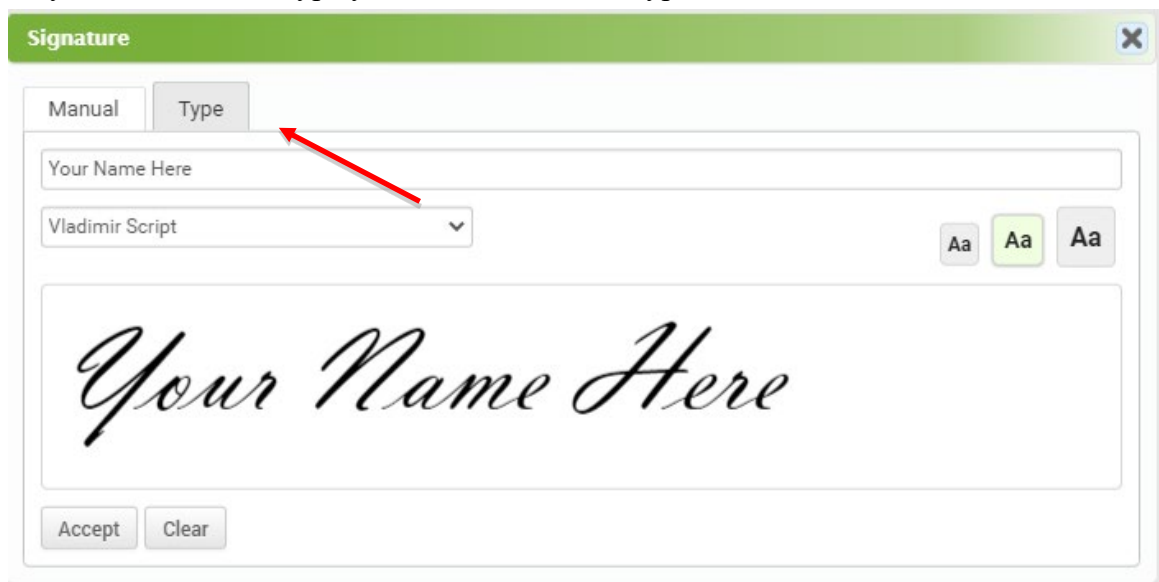This pop-up will then appear, you can either sign manually:

Or you can choose to type your name under the "type" tab:

Once you have completed your signature, select "Accept"

- After you sign a document, it will remain in your portal on your Patient Forms page for your viewing purposes.

E. **Treatment Plan**: you are able to electronically view, sign, and send your treatment plan to your therapist at MCP.

- You can view both new and previously submitted treatment plans

- To review and sign your treatment plan select the "Sign Treatment Plan" button
- Once you have reviewed your treatment plan, you will scroll to the bottom of the form where it says, "Signature"

- Then select "capture", and follow steps for signing a form, as explained above.
- Once the form is signed you can select "Save & Submit"

F. **Billing**: You are able to view your current statement, previous payments, and receipts for those payments.

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