Minnesota Center for Psychology, LLC Patient Portal Guide

Updated: April 2021

<u>Proprietary Notice Information</u>: This document is provided for informational purposes only, and the information herein is subject to change without notice. While every effort has been made to ensure that the information contained within this document is accurate, IHCS cannot and does not accept any type of liability for errors in, or omissions arising from the use of this information.

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:

	MCP MINNESOTA CENTER FOR FSYCHOLOCY	Client, Test
Home / Dashboard My Profile Appointments Messages	Messages	D, Erin sent you a message: New forms available on your patient portal! Read More >>
Forms / Documents	26 Upcoming Appointments	S Account Summary
Treatment Plan Billing	You don't have any upcoming appointments. To book an appointment, please contact your Practice.	Current Due \$0.00 Net Due \$10.00 Once the Practice transmits a statement, the
	Total No. of Appointments: 0 View More	0.00 ePayNow View Statement Payment History

- 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.

1.00 ePayNow

• The following tab will pop up:

ePayment			x
Patient:	Client, Test		
Payment Amount (\$):	1.00		
Card# (ConsentId):	Select	~	
	□ Save this card for future payments		
Billing Entity:	(Minnesota Center for Psychology LLC)	~	

** If you would like to use a card on file, select the desired card/consent from the drop down; otherwise, select Pay to continue.



When this tab pops up, click "pay". You will not need to change anything in the dropdown 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 FirstNam	:: Test	
Patient LastName	: Client	
Address 1:	2324 University Ave W	
Address 2:		
City:	Saint Paul	
State:	MINNESOTA	\sim
CardHolder First	ame: Test	
CardHolder Last	ame: 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:

Client Name:

• 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.
 - <u>Note</u>: 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.
 - <u>Note</u>: To sign a document, click on the pencil icon next to the signature.

Client Signature: *		L
Date:	03/22/2021	

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

Test Client

Signature	×
Manual Type	
Accept Browse Clear	

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

Signature	×
Manual Type	
Your Name Here	
Vladimir Script	Aa Aa Aa
ai n 11	
Gour Mame Flere	,
Accept Clear	

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

New Treatment Plans (1)					^
Visit Type	Visit Date	Provider	Received On		
Treatment Plan	03/17/2021 09:49 AM		03/17/2021 09:50 AM		Sign Treatment Plan
Submitted Treatment Plans					× *
Visit Type	Visit Date	Provider	Received On	Submitted On	
No record(s) found.					

- 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"

Relationship:	Select	\$
Capture		
	Relationship:	Relationship: Select

- 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.

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