

Minnesota Center for Psychology, LLC Patient Portal Guide

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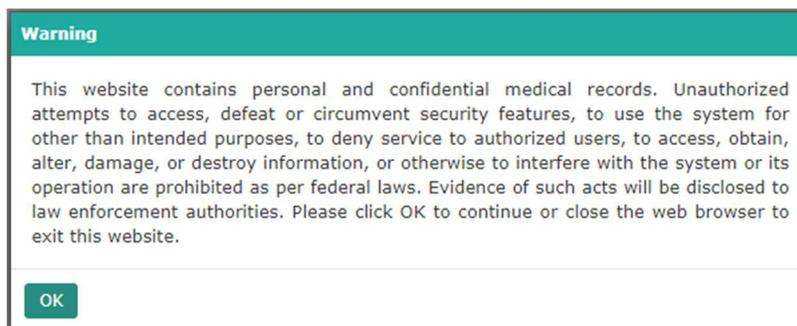
Contact the Minnesota Center for Psychology at 651-644-4100 for any questions regarding the patient portal.

LOGGING IN TO THE PATIENT PORTAL

1. When you are set up for the portal, 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 phone if you signed up to receive appointment reminders from the clinic (this will have occurred during your initial call with the front desk). If you did *not* sign up to receive appointment reminders, the 6 digit code will be sent to your email. Please enter the 6 digit code and click “Verify OTP”.
4. You will be brought to a new screen where you will be able to create your own password.
***If you forget your password, you can click “Forgot Password” on the patient portal login screen to reset your password.**

USING THE PATIENT PORTAL

1. The first time you sign in to the portal, you will receive the following pop up pertaining to HIPAA:



- Click “ok”.
2. You will then be brought to the dashboard screen which looks as follows:



A. **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.

B. **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

C. **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. ****TO PAY A COPAY BEFORE YOU HAVE A BALANCE YOU CAN FOLLOW THIS STEP!****



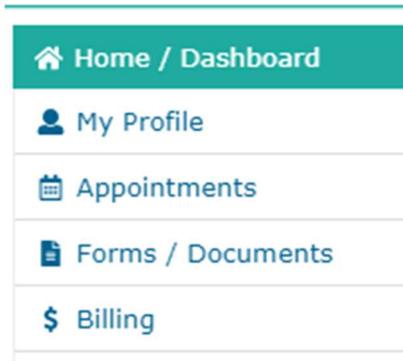
The following tab will pop up:

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.

- 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.
- You are required to select the check box “I agree to pay Minnesota Center for Psychology the amount above according to the card issuer agreement”.
- After entering in information for the sections listed above and checking the boxes, click “**Submit**”.

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

Note: To sign a document, click capture and you will be able to create an electronic signature. Clicking “save” will save your progress. **In order to send it to MCP, click “submit”.**

Signature (if applicable)

Date: 01/13/2020

- After you sign a document, it will remain in your document manager for your viewing purposes.

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