

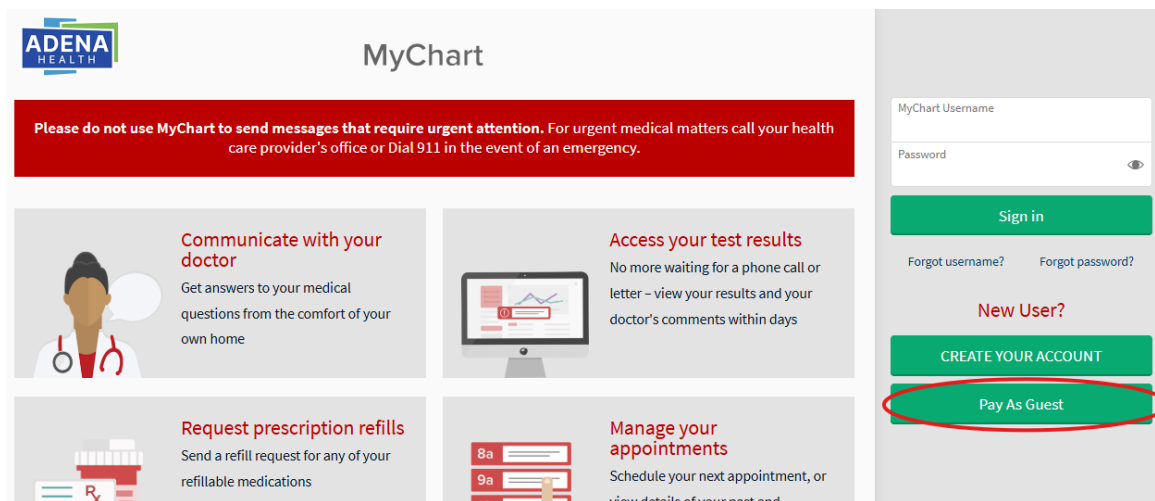
How to pay a bill with MyChart

With our new MyChart by Epic patient portal you have the ability to pay hospital bills from within your MyChart account. Patients who do not have a MyChart account can still pay bills on the MyChart website, using the **Pay As Guest** feature. Billing statements will be sent to patients if they have an outstanding balance. The balance can be also be seen within your MyChart account. This tip sheet will explain how to pay bills both within your MyChart account, and using the Pay as Guest feature.

Pay as a Guest (no MyChart account needed)

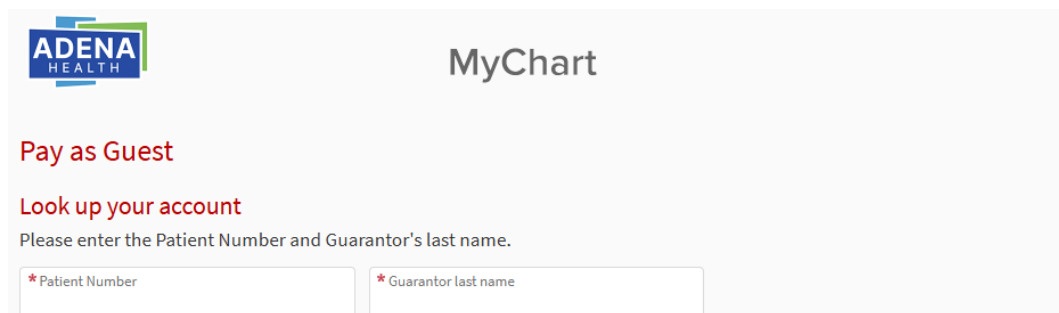
If you do not have a MyChart account, you can still pay a hospital bill on the MyChart website using the following steps:

1. Go to the MyChart website: <https://mychart.osu.edu/adena/Authentication/Login>
2. Click the “Pay as Guest” button on the homescreen:



The screenshot shows the MyChart website interface. At the top left is the ADENA HEALTH logo. The main heading is "MyChart". Below this is a red banner with white text: "Please do not use MyChart to send messages that require urgent attention. For urgent medical matters call your health care provider's office or Dial 911 in the event of an emergency." The main content area is divided into four tiles: "Communicate with your doctor", "Access your test results", "Request prescription refills", and "Manage your appointments". On the right side, there is a login section with fields for "MyChart Username" and "Password", a "Sign in" button, and links for "Forgot username?" and "Forgot password?". Below the login section are buttons for "New User?", "CREATE YOUR ACCOUNT", and "Pay As Guest". The "Pay As Guest" button is circled in red.

3. Enter your Patient Number and Guarantor last name, and press look up. Your Patient Number can be found on your billing statement.



The screenshot shows the "Pay as Guest" section of the MyChart website. The heading "Pay as Guest" is in red. Below it is the section "Look up your account" with the instruction "Please enter the Patient Number and Guarantor's last name." There are two input fields: "* Patient Number" and "* Guarantor last name".



4. Enter the amount you would like to pay, and click “next.”

Pay as Guest

Look up your account

Guarantor account # 217 Guarantor last name Ambulatory ✓ Account found

You have a balance due for hospital services at Hamilton Health Sciences

How much would you like to pay today?

Amount due \$12,869.00

Other amount

5. Specify your payment method, fill in the required details and press “Submit.”

How do you want to pay?

Enter payment information

Credit Card Bank Account

Name on Card

Card Number

Expiration Date

MONTH YEAR

Security Code

[What is this?](#)

Postal Code

Save information for future use

Pay a Bill from within your MyChart Account

If you have a MyChart account, you can pay bills from within it by following these steps:

1. Log into your MyChart account
2. In Your Menu, select the Billing Summary activity
3. Click "Pay Now"

Billing Summary

Save time while you save paper! Sign up for paperless billing.

⚠️ \$25.00 is not on your payment plan. [Update plan](#)

Hospital Services
Guarantor #217 (Julius Ambulatory)
Patients included: You, Test, CoordSeven, Two, Three

Amount Due
\$25.00
Your balance: \$263.00
[Pay now](#)

Auto Pay
\$100.00
Scheduled for 17/4/2022
[Manage payment plan](#)

Last paid: \$100.00 on 26/1/2022
1 scheduled payment

[View balance details](#)
[View last statement \(21/12/2021\)](#)
[Contact customer service](#)

4. Specify your method of payment and fill in the required fields. Press "Submit."

How do you want to pay?

Enter payment information

Credit Card Bank Account

Name on Card

Card Number

Expiration Date
MONTH YEAR

Security Code
 [What is this?](#)

Postal Code

Save information for future use

[SUBMIT](#)

5. You will see a confirmation screen to notify you your payment was made successfully.

Setup a Payment Plan

You can set up a monthly payment plan to pay your outstanding balance, if needed. Payment plans must be a minimum of \$25 per month, and must be complete within 24 months.

Follow these steps to set up a payment plan:

1. Log into your MyChart account
2. In Your Menu, select the **Billing Summary** activity
3. Click “Set up payment plan”

Billing Summary

Save time while you save paper! Sign up for paperless billing.

Hospital Services
Guarantor #217 (Julius Ambulatory)
Patients included: You

Amount Due
\$12,869.00
[Pay now](#)

Can't pay all at once?
Sign up to pay \$2,061.50 per month.
[Set up payment plan](#)

[View balance details](#)

[Contact customer service](#)

4. Complete the required fields to set up the payment plan. Click “select payment method.”

Sign Up for a Payment Plan

⚠️ Outstanding Balance
Not all of your outstanding balance of \$12,869.00 is eligible to be added to a payment plan.

Choose a monthly amount

How much do you want to pay per month towards your eligible balance of **\$12,369.00**?

On which day of the month (1-31) would you like your payments to be made?

This monthly amount will require you to make **6** payments until you pay off your balance in **October 2022**.

[Select payment method](#) [Cancel](#)

5. Complete the required credit card fields and press “Submit” to finish setting up your payment plan.
6. You can make changes to your payment plan by clicking “Manage payment plan” on the Billing Summary page.