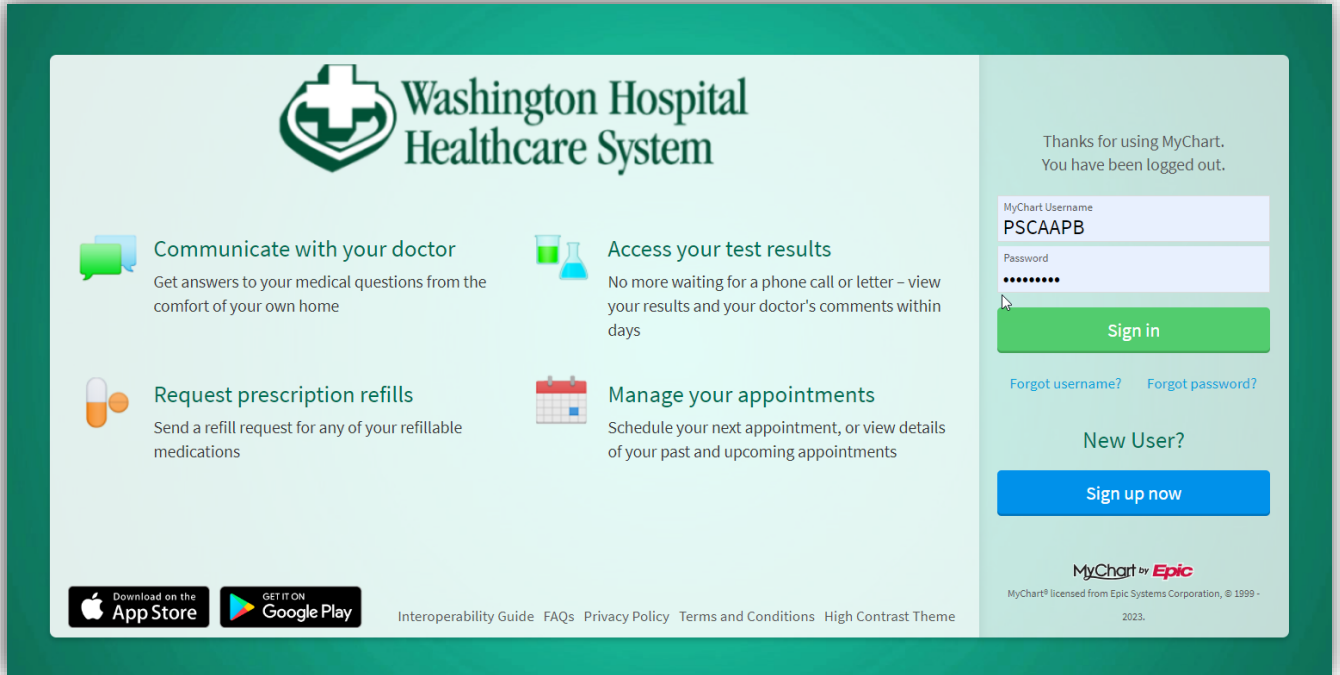


Accessing MyChart Billing and Payment for Existing Users

You must have an active MyChart account with a valid MyChart username and password to log into [MyChart](#) and view their bills and make payment.

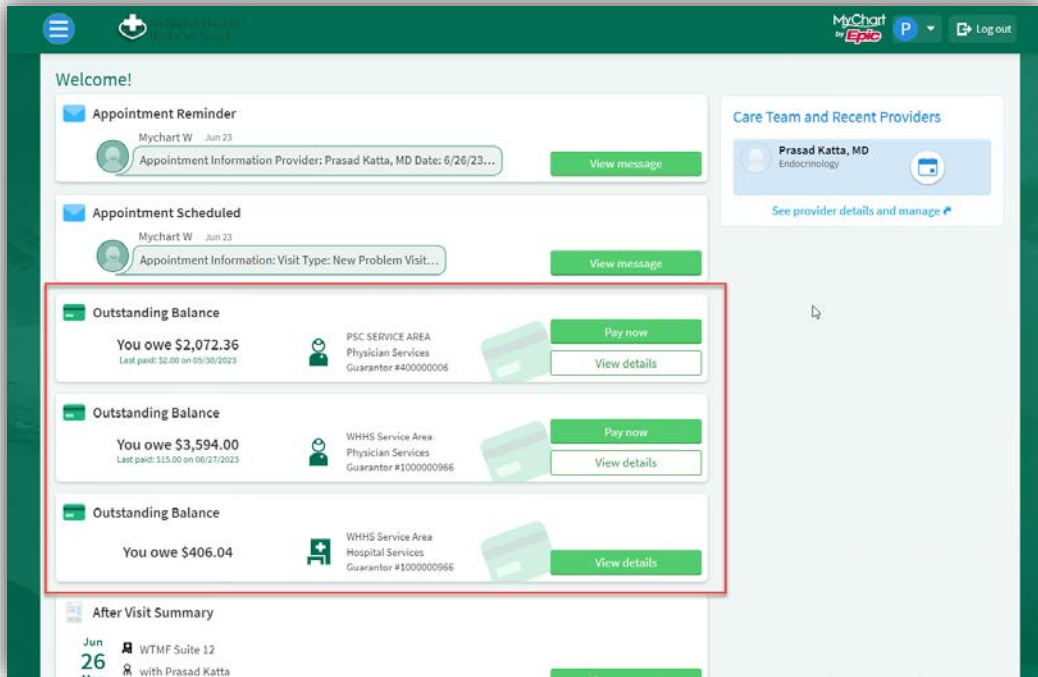
Enter your [MyChart](#) username, password, and click on the “**Sign in**” button.



The screenshot shows the MyChart login interface for Washington Hospital Healthcare System. The page features a green header with the hospital logo and name. Below the header, there are four service tiles: 'Communicate with your doctor', 'Access your test results', 'Request prescription refills', and 'Manage your appointments'. On the right side, there is a login form with fields for 'MyChart Username' (containing 'PSCAAPB') and 'Password' (masked with dots). A green 'Sign in' button is positioned below the password field. Links for 'Forgot username?' and 'Forgot password?' are located below the sign-in button. A blue 'Sign up now' button is positioned below the forgot links. At the bottom of the page, there are app store download buttons for the App Store and Google Play, along with a footer containing links for 'Interoperability Guide', 'FAQs', 'Privacy Policy', 'Terms and Conditions', and 'High Contrast Theme'. The footer also includes the 'MyChart by Epic' logo and copyright information: 'MyChart® licensed from Epic Systems Corporation, © 1999 - 2023.'

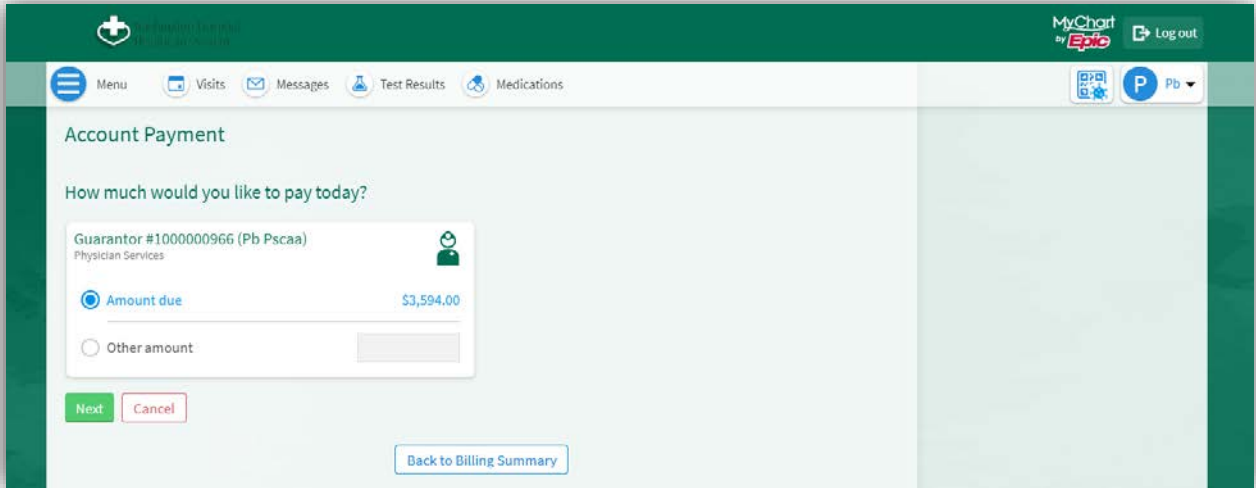
After signing in, the home page is displayed with various alerts and notifications that are relevant to you. Click on **“View details”** or **“Pay Now”** to access billing.

- You can also find your Billing Summary by selecting it in the drop-down menu in the upper left hand corner.



Click **“Pay now”** to make payments or **“View balance details”** to view the details of your balances. If you wish to contact Customer service, select **“Contact customer service”** at the bottom of each balance summary.

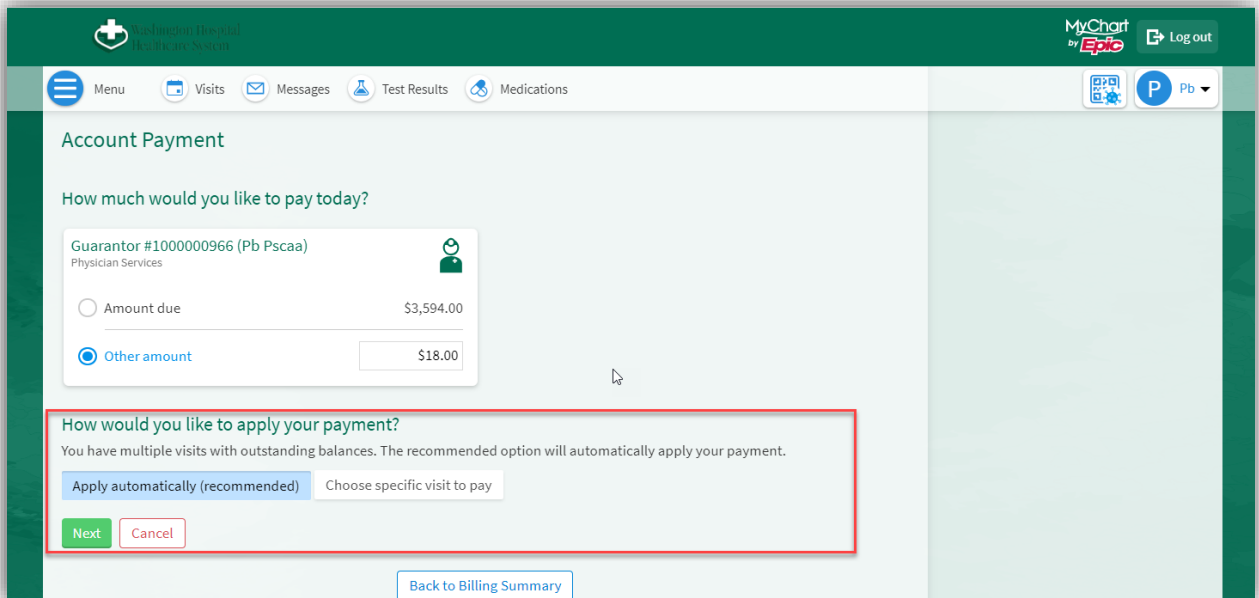
After selecting “**Pay now**,” the “**Account Payment**” page is displayed. You may now pay in the full amount due by keeping the option selected or any other amount by selecting “**Other amount**” and filling in the fillable text space.



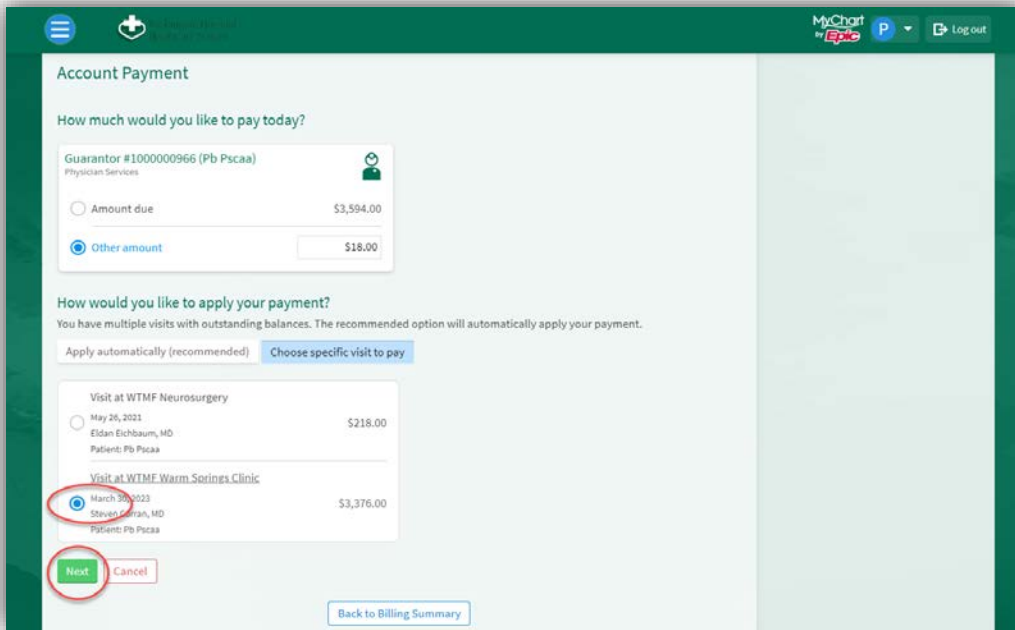
The screenshot shows the 'Account Payment' page in MyChart by Epic. The page title is 'Account Payment'. Below the title, it asks 'How much would you like to pay today?'. The guarantor information is 'Guarantor #1000000966 (Pb PscAA) Physician Services'. There are two radio button options: 'Amount due' (selected) with a value of '\$3,594.00', and 'Other amount' with an empty text input field. At the bottom, there are 'Next' and 'Cancel' buttons, and a 'Back to Billing Summary' button.

If you have multiple outstanding balances, you may select “**Apply automatically**” or “**Choose specific visit to pay**.”

- **Apply Automatically:** Payment will be applied automatically to the oldest balance due.
- **Choose specific visit to pay:** Payment will be applied to whichever service you choose to make payment.



The screenshot shows the 'Account Payment' page in MyChart by Epic. The page title is 'Account Payment'. Below the title, it asks 'How much would you like to pay today?'. The guarantor information is 'Guarantor #1000000966 (Pb PscAA) Physician Services'. There are two radio button options: 'Amount due' (unselected) with a value of '\$3,594.00', and 'Other amount' (selected) with a value of '\$18.00'. Below this, there is a new section titled 'How would you like to apply your payment?' with the text 'You have multiple visits with outstanding balances. The recommended option will automatically apply your payment.' There are two buttons: 'Apply automatically (recommended)' and 'Choose specific visit to pay'. At the bottom, there are 'Next' and 'Cancel' buttons, and a 'Back to Billing Summary' button.



Account Payment

How much would you like to pay today?

Guarantor #100000966 (Pb Pscaa)
Physician Services

Amount due \$3,594.00

Other amount \$18.00

How would you like to apply your payment?
You have multiple visits with outstanding balances. The recommended option will automatically apply your payment.

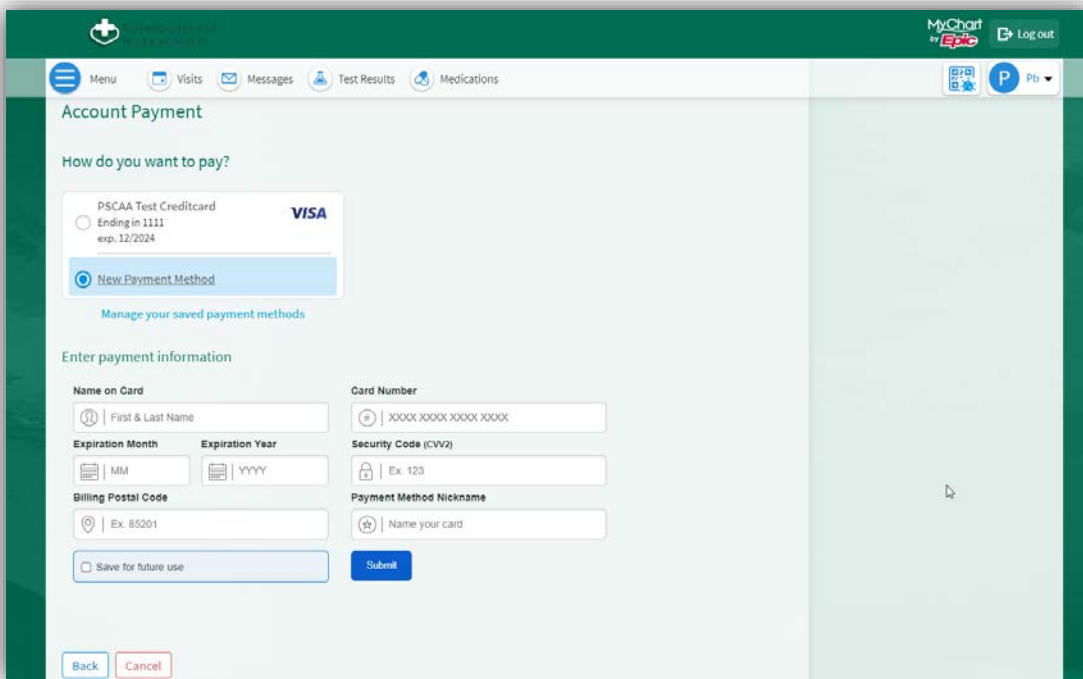
Apply automatically (recommended) Choose specific visit to pay

Visit at WTMF Neurosurgery
May 26, 2023
Eldan Eichbaum, MD
Patient: Pb Pscaa \$218.00

Visit at WTMF Warm Springs Clinic
March 30, 2023
Steven Carran, MD
Patient: Pb Pscaa \$3,376.00

Select **“Next”** at the bottom to go to payment method.

You can choose either an already saved card or you can select **“New Payment Method”** and enter another credit/debit card’s details instead.



Account Payment

How do you want to pay?

PSCAA Test Creditcard **VISA**
Ending in 1111
exp. 12/2024

New Payment Method

[Manage your saved payment methods](#)

Enter payment information

Name on Card: First & Last Name

Card Number: XXXX XXXX XXXX XXXX

Expiration Month: MM

Expiration Year: YYYY

Security Code (CVV2): Ex: 123

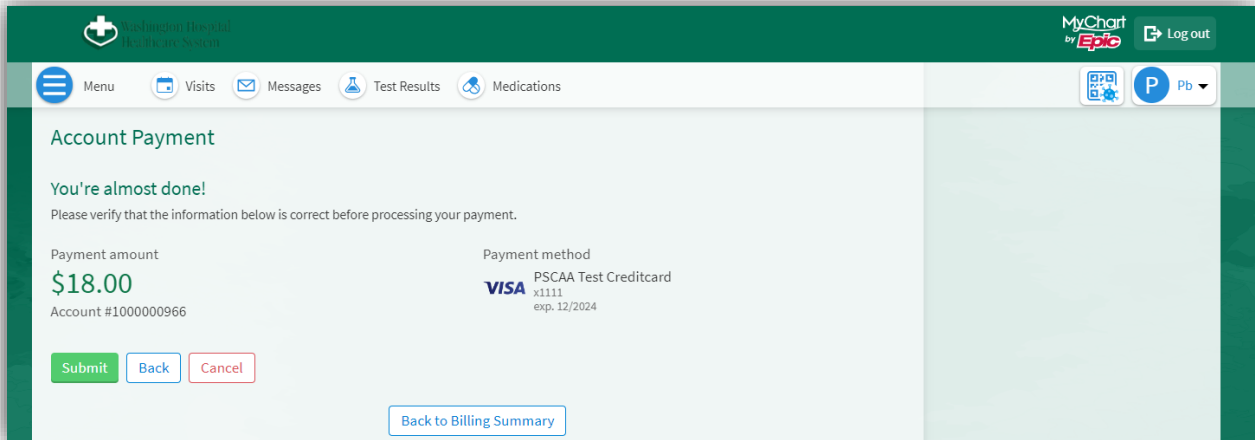
Billing Postal Code: Ex: 85201

Payment Method Nickname: Name your card

Save for future use

Once you confirmed all the details you entered are correct, click **“Submit.”**

After selecting “**Submit**,” you’ll be taken to one last page to review your previously entered information to make sure everything is correct.



Washington Hospital
Healthcare System

MyChart
by Epic Log out

Menu Visits Messages Test Results Medications

Account Payment

You're almost done!
Please verify that the information below is correct before processing your payment.

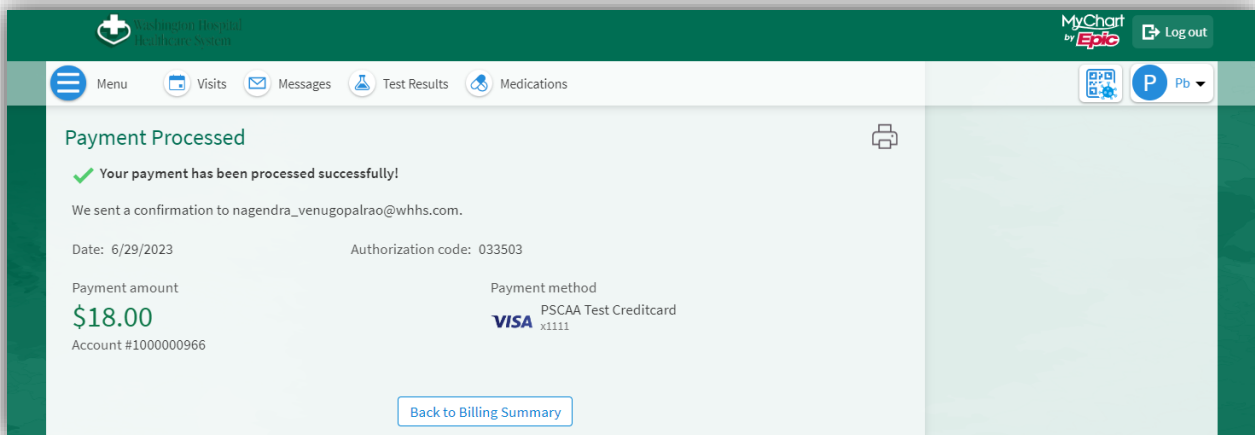
Payment amount \$18.00 Account #1000000966	Payment method VISA PSCAA Test Creditcard x1111 exp. 12/2024
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[Submit](#) [Back](#) [Cancel](#)

[Back to Billing Summary](#)

When confirmed correct, select “**Submit**” and payment will be made.

You will be taken to a page that says “**Payment Processed**” to confirm successful completion of your payment.



Washington Hospital
Healthcare System

MyChart
by Epic Log out

Menu Visits Messages Test Results Medications

Payment Processed

✓ Your payment has been processed successfully!

We sent a confirmation to nagendra_venugopalrao@whhs.com.

Date: 6/29/2023 Authorization code: 033503

Payment amount \$18.00 Account #1000000966	Payment method VISA PSCAA Test Creditcard x1111
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[Back to Billing Summary](#)

You will receive an email confirmation that is associated with your MyChart account of payment.

For questions regarding your bill, please call our Washington Township Medical Foundation Billing Department for support.

WTMF Billing Department – (510) 818-5150
Business Hours: Monday – Friday, 8AM – 4PM

Revision Date: July 7, 2023