

MyChart - Review Billing & Insurance Information

MyChart has information about hospital and clinic bills and provides a great way to review this information.

The following options are available in the billing section of MyChart:

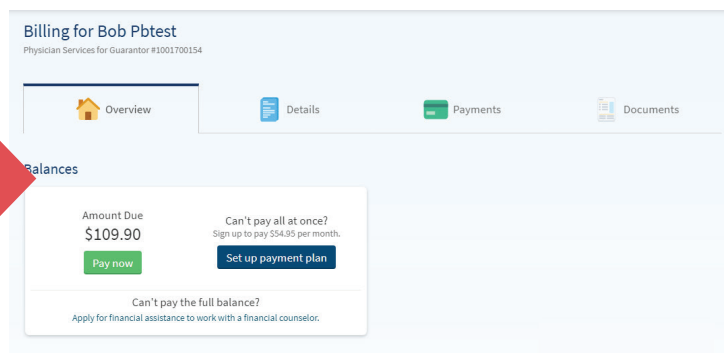
- View an outstanding balance for clinic and hospital visits
- Sign up for paperless billing
- View coverage information
- Contact customer service for billing related questions and concerns

To access the “**Billing**” menu in MyChart follow the steps below:

- 1) Log into MyChart
- 2) Click the “**Billing Summary**” tab on the home page

Access Billing Menu

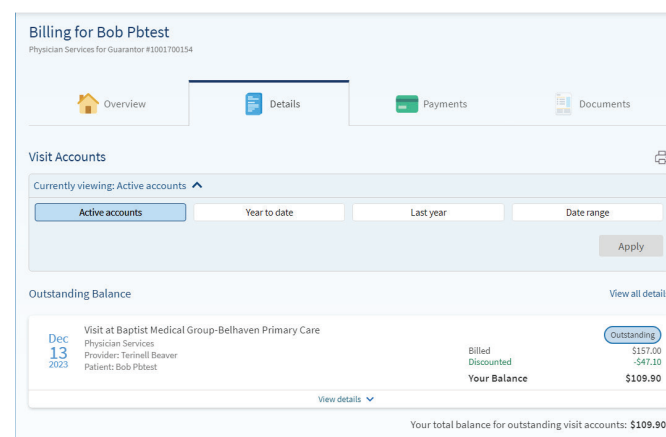
Access the Billing Account Summary



Billing information can also be accessed from the Billing Summary section of the main menu. Once on the Billing Summary screen, click “**View Balance Details**” to view balances, details, and payment information.

Account Details

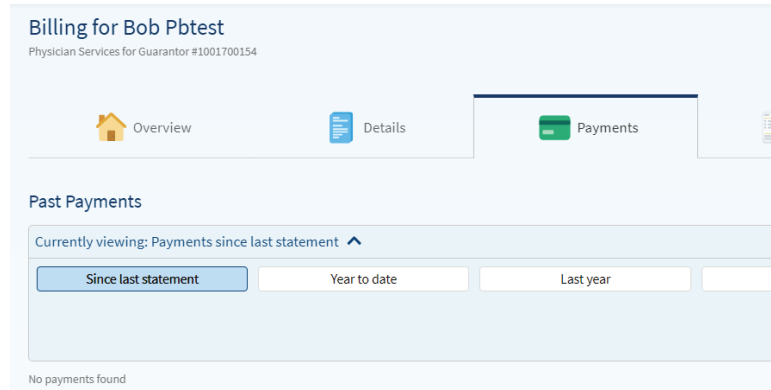
- The account details can be viewed by clicking “**View balance details**”, then selecting the “**Details**” tab
- The “**Visit Accounts**” screen opens
- This screen shows demographics, outstanding balance, outstanding accounts and statements
- Click the “**Back to Billing Account Summary**” button



Recent Payment Information

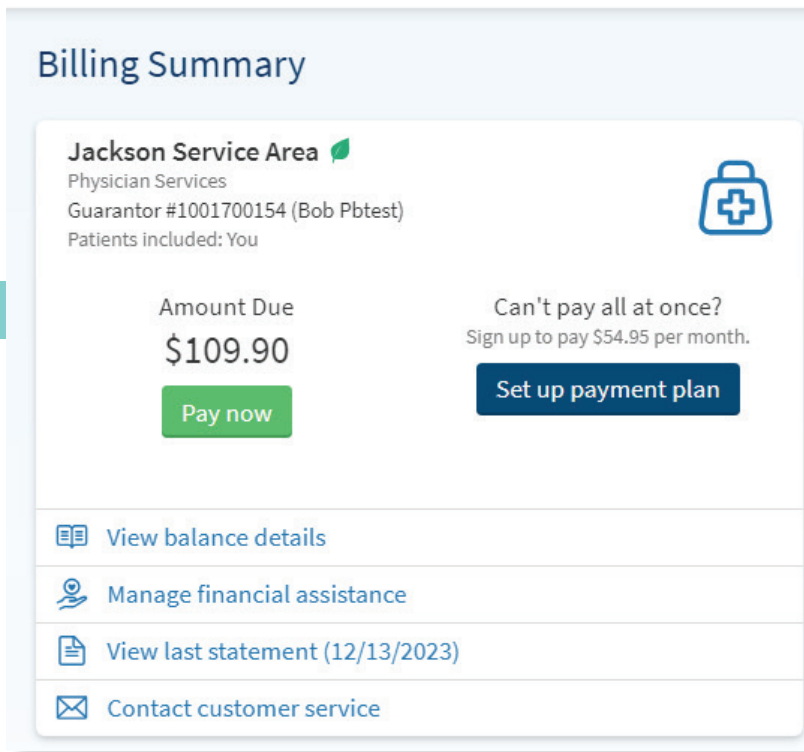
To view recent payment information (found in the Payments tab on the balance details page), click **“See More Payments”** link

- Select a date range and click **“View Payments”**
- The **“Recent Payment Screen”** shows the date, type of payment and amount paid
- To return to the previous screen, click the **“Back to Billing Account Summary”** button



You can send a customer service request from the billing summary screen by clicking **“Contact customer service.”**

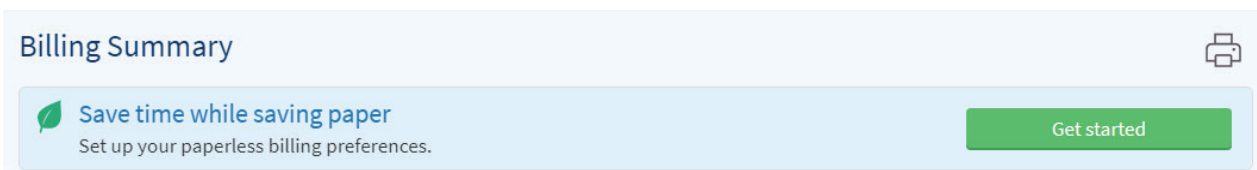
Customer Service Request



- 1) Click the **“Send Us a Customer Service Request”** link
 - 2) Select the subject for the request from the list of choices
 - 3) Type in your question, concern or comment
 - 4) Click **“Send”** and a message displays showing that the message has been sent
- Click the **“Back to Billing Account Summary”** button to return to the **“Billing Account Summary”** page

To sign up to receive electronic statements, click the “**Sign up for Paperless Billing**” link

- 1) Verify that your email address is correct. If not, click “Change” and update your information
- 2) Select the box to receive e-mail notifications
- 3) Click the “**Sign Me Up**” button, and a confirmation message will be displayed showing that statements will no longer be mailed
- 4) Click the “**Back to the Billing Account Summary**” page
- 5) Click the “**Back to the Home Page**” button to return to the main menu



Insurance Summary:

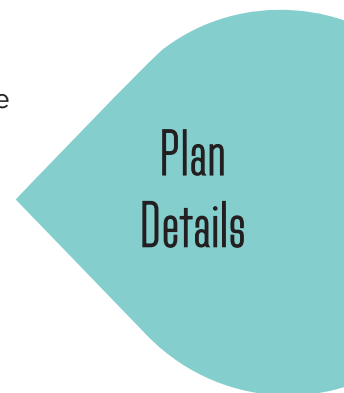
- Displays the insurance information
- Effective date of the insurance plan
- Plan details

To access the “Insurance Summary” page:

- Click the Menu button on the home page
- Scroll to the Insurance section
- Click “**Insurance Summary**”

Payor/Plan, subscriber name and effective date are displayed on the insurance summary

- To view coverage details, click “**View coverage details**”
- The “Coverage details” screen opens
- The page provides a comprehensive view of the insurance plan such as: payor, plan name, effective date, copay amount and coinsurance %
- Click the “**Back to the Insurance Summary Page**” button to exit the “Coverage Details” screen
- Click “**Back to Home Page**” button to return to the main menu



Coverage Details:

- Can view coverage details
- Send a customer service request
- View claim and referrals information

To access the “Coverage Details” page:

- Click the Menu button on the home page
- Scroll to the Insurance section
- Click “**Coverage Details**”

The member's name, ID and date of birth display

- 1) To view detailed coverage information, click the member's name
- 2) The "Eligibility" page opens
 - The "Eligibility" screen shows the patient name, address, phone numbers, email, coverage and effective from date
 - From this screen, you can also access Referrals.

Eligibility

The screenshot shows the MyChart interface for a user named Jenn Mychart. The page is titled "Coverage Details" and has two tabs: "Eligibility" (selected) and "Referrals". The "Eligibility" tab displays the following information:

Name: Jenn Mychart	Coverage: Blue Cross Tennessee Network P / Blue Cross Tennessee Network P
Date of Birth: 11/27/1984	Status: -
PCP: Terinell Beaver	Effective from: 10/31/2018
PCP Phone: 901-726-0200	Effective to: -
	Other Coverages: No
Street Address: 123 test	Home Phone: 901-227-7777
City: MEMPHIS	E-mail Address: jennifer.wingo@bmhcc.org
State: Tennessee	
ZIP Code: 38120	
County: SHELBY	
Country: United States of America	

At the bottom of the page, there is a link for "Customer service request" and a note: "If you have a general question regarding eligibility, submit a Customer Service Request."

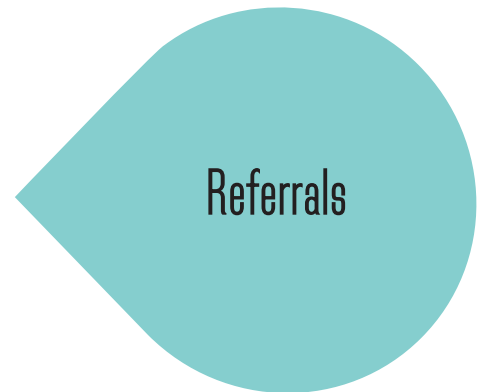
If there are claims on file, click the Menu button, scroll to the Insurance section and click the Claims link

- The "Claims" window below opens
- The claim can be selected and also viewed as an Explanation of Benefit screen that is mailed from the insurance provider
- Claim #, provider, date of service, date received and the status are found on this page
- To view an explanation of benefit on a particular claim, click the check box next to the claim
- Click on the "Back to Coverage List" button

Claims



- To view referrals, click on the “**Referrals**” link
- The “Referrals” screen shows the following information:
 - 1) Who the patient was referred by
 - 2) Which physician or facility the patient was referred to
 - 3) The start date of the referral
 - 4) The expiration date of the referral
 - 5) The status of the referral
 - 6) Submit a “**Customer Service Request**” if there are any questions about referrals
- Click on the “**Back to the Coverage List**” button
- Click on the “**Back to the Home Page**” button to return to the main menu



Your Menu
BAPTIST

MyChart
Epic
Jenn Mychart

Coverage Details Print

Eligibility
Referrals

Referral #	Referred To	Referred By	Start Date	Exp Date	Status
<input type="checkbox"/> 14428266	Internal Medicine Clinic	Mubasher Erfan Malik	09/26/2024	09/26/2025	Pending Review
<input type="checkbox"/> 14427890	Baptist Anderson Regional Medical Center	William H Light	05/23/2024	05/23/2025	Authorized
<input type="checkbox"/> 14427889	Dermatology	William H Light	05/23/2024	05/23/2025	Authorized
<input type="checkbox"/> 14427882	Dermatology	William H Light	05/22/2024	05/22/2025	Canceled
<input type="checkbox"/> 14427854	Baptist Anderson Regional Medical Center	William H Light	05/20/2024	05/20/2025	Authorized
<input type="checkbox"/> 14427853	Baptist Anderson Regional Medical Center	William H Light	05/20/2024	05/20/2025	Authorized
<input type="checkbox"/> 14427852	Baptist Anderson Regional Medical Center	William H Light	05/20/2024	05/20/2025	Canceled
<input type="checkbox"/> 14427851	Baptist Anderson Urology Center	William H Light	05/20/2024	05/20/2025	Authorized
<input type="checkbox"/> 14427751	BMG Neurology Specialists Epilepsy Clinic	Terinell Beaver	04/03/2024	04/03/2025	Authorized
<input type="checkbox"/> 14427492	Gastroenterology	Gregory K Jenkins	11/22/2023	11/21/2024	Pending Review

Your Coverage Details

Member
Jenn Mychart

Coverage
Blue Cross Tennessee Network P / Blue Cross Tennessee Network P