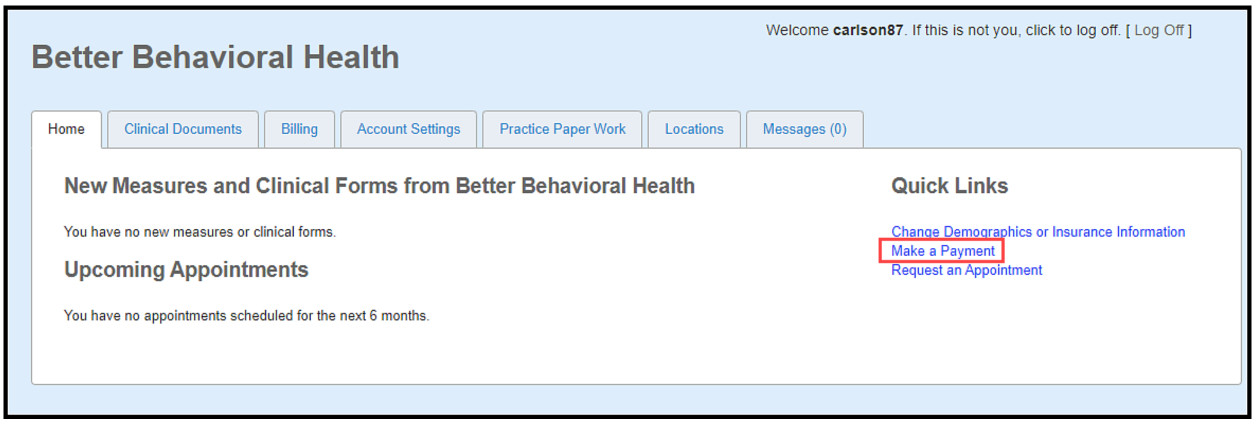
Online Bill Pay

Online Bill Pay allows patients to submit a credit card payment through their Patient Portal Account. Practices can apply the patient's payment to their account. In order to use Online Bill Pay, practices must have the Patient Portal Module, Valant's integrated payment processing, and the Online Bill Pay Module enabled. Users must have the "Easy Billing" permission enabled to access the "Apply Portal Payment" page.

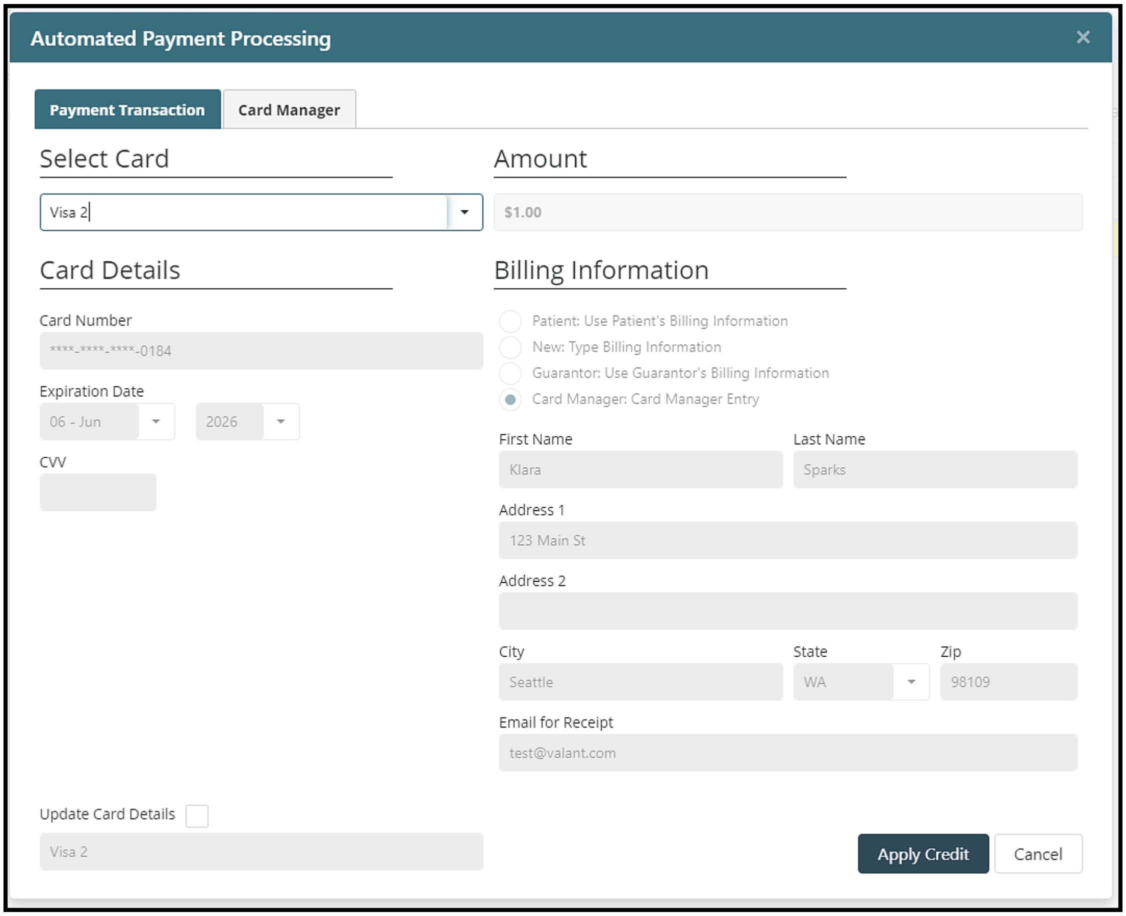
Patient Perspective

The patient will log into the Patient Portal and click on the "Make a Payment" under "Quick Links" or on the "Billing" Tab. Clicking either link will open the "Automated Payment Processing" window.



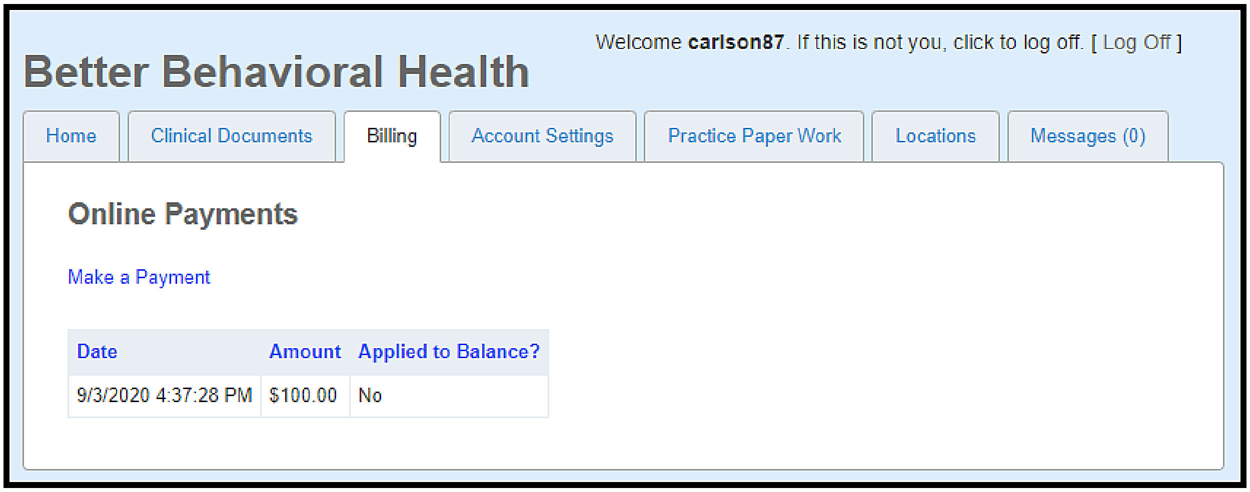
Automated Payment Processing Window

The "Automated Payment Processing" window will appear which allows the patient to enter their credit card information, the amount they want to pay, and can check the "Save to Card Manager" box to store the credit card for later use. Patients will also have access to the "Card Manager" but they can only see cards that were saved from the Patient Portal. This is to protect information that was potentially given by someone other than the patient (i.e. divorced parents, or guarantor).



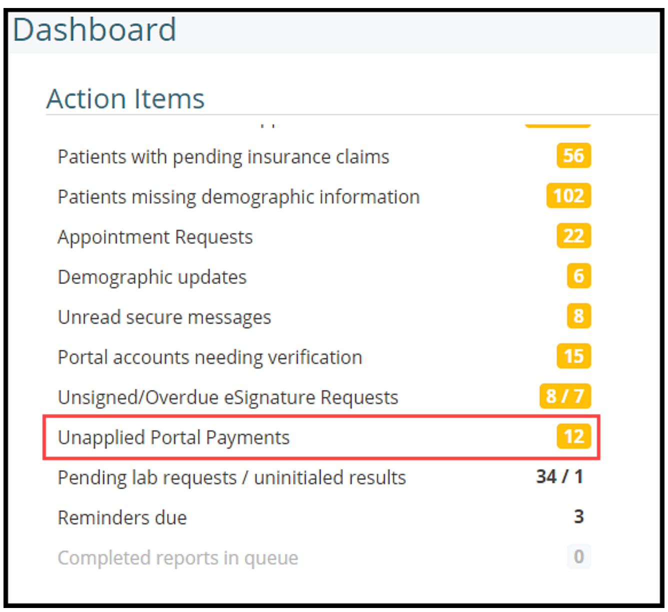
Applied to Balance

After successful payment the patient will see a new row added to the grid displaying the payment date, amount and “Applied to Balance?” on the billing tab. The applied to balance will say “No” until the practice manually applies the payment. Patients cannot select where the balance is applied. When a patient submits a payment, their card will be charged but their balance will not be updated until the practice manually applies the payment. The patient will receive an email receipt when the email for receipt field is completed.



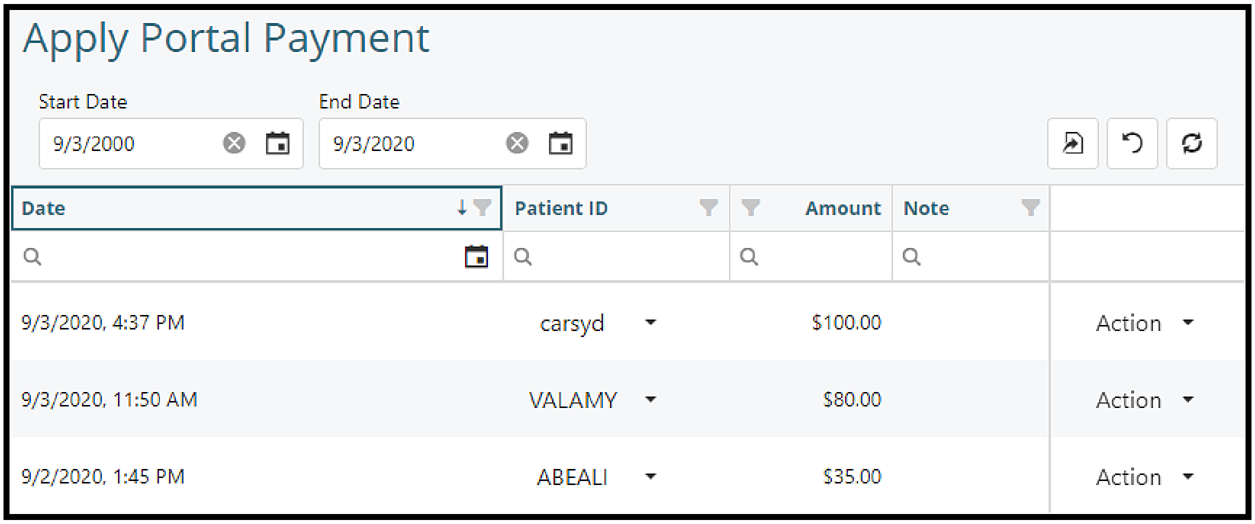
Practice Perspective

In the EHR there is a new Action Item called “Unapplied Portal Payments”. Clicking the action item will take the user to the “Apply Portal Payment” page. Users can also access the page by selecting **Billing | Apply Portal Payment** from the navigation menu.



Apply Portal Payment

This page will show a list of all unapplied portal payments and their specific details. Payments made through the portal are not attached to any specific visit. It is at the discretion of the practice how to apply those payments.



Users should click the “Action” drop-down to apply the payment, view a receipt, convert to prepayment, edit the note or view a history of the payment and any edits. Converting a payment to pre-payment will change the "Applied to Balance" field in the Patient Portal to say "Yes". When Apply a Payment is selected it will function take users to the Apply Patient Payment and require the same workflow as applying a patient payment.