

Avita's Online Patient Portal

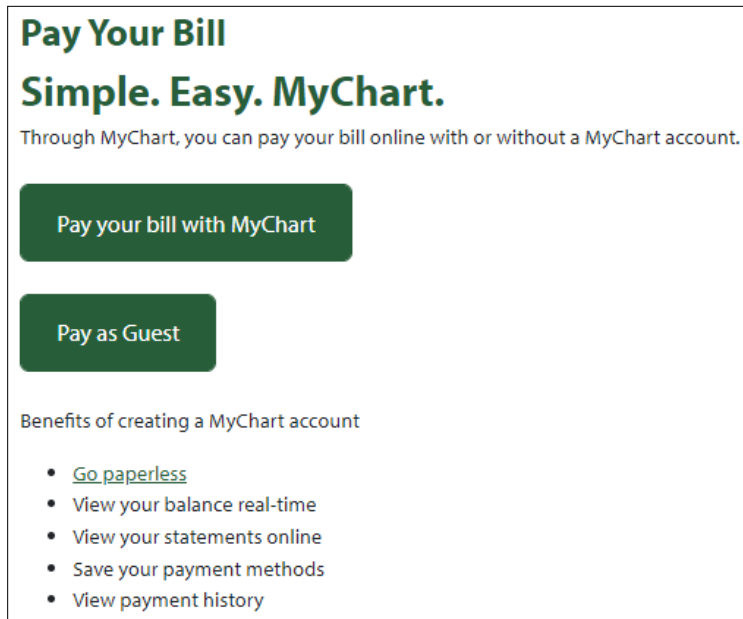
Access Avita's Online Patient Portal

1. Navigate to Avita's website at avitahealth.org.

2. Click on **YOUR BILL**



3. To log into MyChart to make a payment, click **Pay your bill with MyChart**
To make a payment without logging in, click **Pay as Guest**

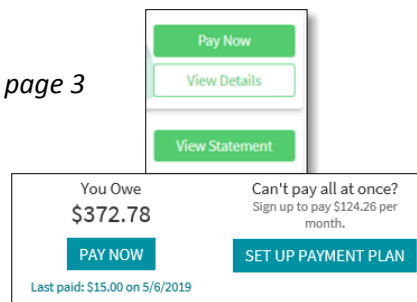


You will be directed to MyChart:

Make a payment without signing in (Pay as Guest) – page 2

Benefits of signing in to MyChart:

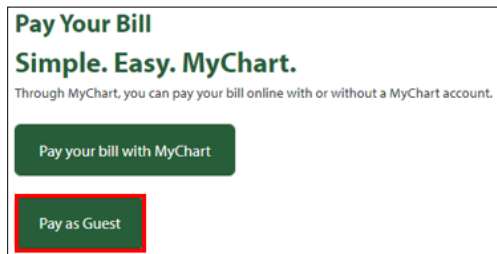
- Make a payment within your MyChart account – page 3
- View account details – page 3
- View statements – page 3
- Apply for Financial Assistance – page 4
- Contact Avita Customer Service – pages 5-7



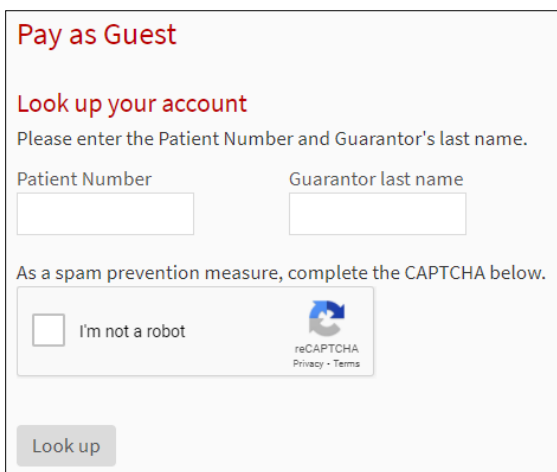
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Make a Payment Without Logging In

1. Click **PAY AS GUEST**



2. Using your statement, enter the account information then click **Look up**

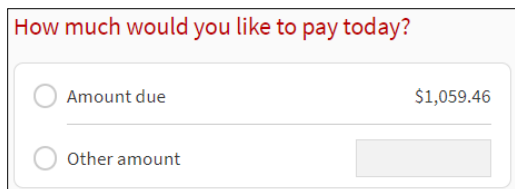


- **Patient Number** is located at the top of the bill

Patient Name	Patient Number	Statement Date
	110	05/30/19

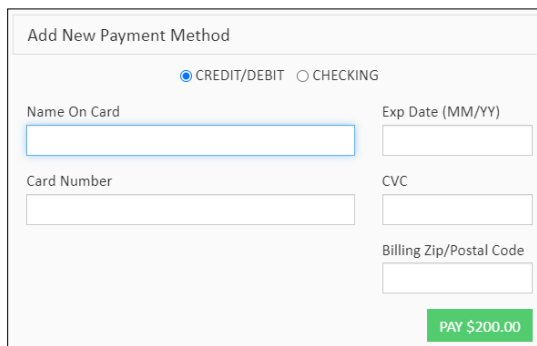
- **Guarantor last name** is the addressee's last name on the bill (This may be different than the Patient Name)

3. Select **Amount Due** to pay in full, or select **Other Amount** to enter a partial payment amount. Click **Next**.



If you are unable to pay in full by due date, please call Avita Customer Service to make payment arrangements: 419-468-0512, toll free 833-462-8428, Monday thru Friday 8:00am-4:30pm.

4. Enter your **Card** information and click **PAY \$_____**.



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Benefits of Signing In to MyChart

The screenshot shows the MyChart interface. At the top, there is a green banner with a minus sign icon and the text "Outstanding Balance". Below this, it says "You owe \$241.35" and "Last paid: \$68.82 on 11/04/2022". To the right, there is a green plus sign icon and the text "Avita Health System Guarantor #110 0". Further right, there is a green card icon with a red circle containing the number "1" and a button labeled "Pay now". Below the card icon, there is another red circle containing the number "2" and a button labeled "View details". At the bottom of the banner, there is a blue envelope icon and the text "The account for guarantor #110 4 at Avita Health System has a new statement available". To the right of this text, there is a red circle containing the number "3" and a green button labeled "View Statement".

1. Pay Now: Click to pay some or all of the balance, or to set up a payment plan

- **Make a payment:** Select **Amount Due** to pay in full, or select **Other Amount** to enter a partial payment amount.

The screenshot shows a form titled "How much would you like to pay today?". There are two radio button options: "Amount due" with a value of "\$1,059.46" and "Other amount" with an empty input field.

- **Set up a payment plan:** On the right, click **Set up payment plan** to schedule automatic payments up to 3 months long.

The screenshot shows a form titled "Can't pay all at once?". It contains the text "Set up a payment plan and pay as little as \$110.36 per month." and a blue button labeled "Set up payment plan".

If you are unable to pay in full by due date, would like a longer payment plan or want to learn your payment options, please call Avita Customer Service: 419-468-0512, toll free 833-462-8428, Monday thru Friday 8:00am-4:30pm.

2. View Details to review information related to your account and balance

The screenshot shows the MyChart navigation menu with four options: "Overview" (house icon), "Details" (magnifying glass icon), "Payments" (dollar sign icon), and "Communications" (speech bubble icon).

- **Overview:** Balances (Pay now, Set up payment plan), Recent Payments
- **Details:** Outstanding Accounts, Visit information, Services rendered, Payments, Adjustments
- **Payments:** Customizable date range to view all patient payments
- **Communications:** All statements and letters that have been mailed or sent through MyChart

3. View Your Last Statement to open an image of the most recent statement mailed or emailed

The screenshot shows the MyChart "Statements" section. It features a navigation menu with "Overview", "Details", "Payments", and "Communications". Below the menu, there is a section titled "Statements" with a table showing a statement for "Oct 25 2022" with a value of "\$135.00". The statement was "View (PDF)" and "Sent via postal mail".

** The amount due on the statement was the balance as of the statement date. If charges, payments or adjustments posted after the statement date, the amount due will not be updated on this statement. **

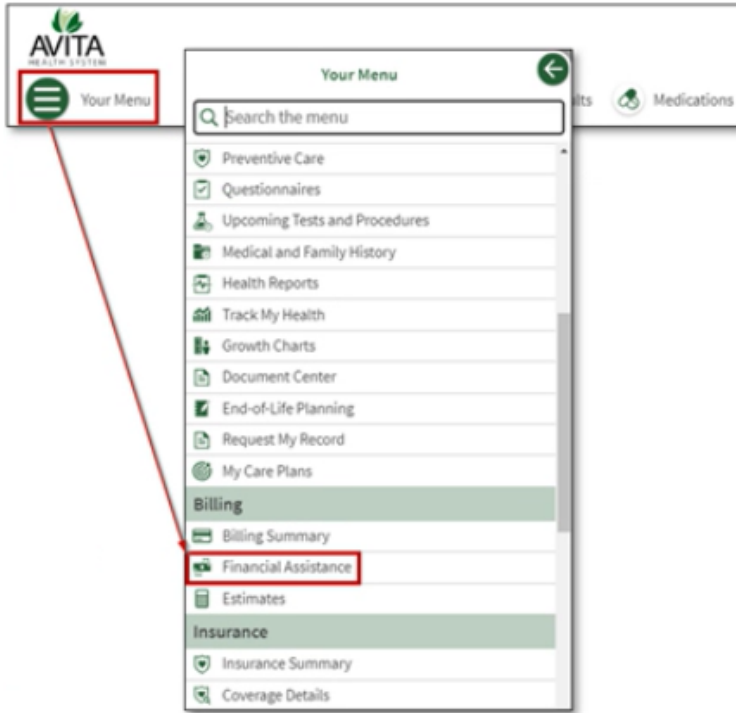
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Benefits of Signing In to MyChart *(continued)*

Apply for Financial Assistance

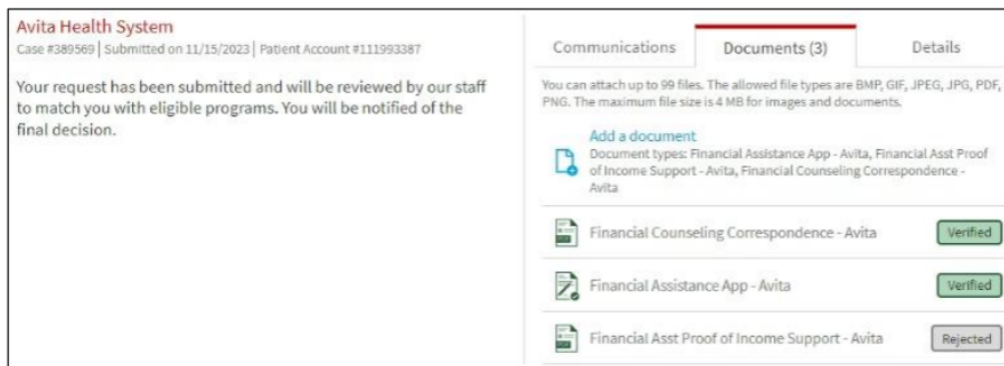
You can submit a request for Financial Assistance through MyChart for their Avita account when you have a balance.

1. Menu>Billing>**Financial Assistance**



2. Indicate your:
 - a. Household size
 - b. Household income
3. Upload
 - a. Proof of Income
 - b. Bank Statements
4. Review and Sign


You can review your communications in MyChart and upload additional documents, if needed.

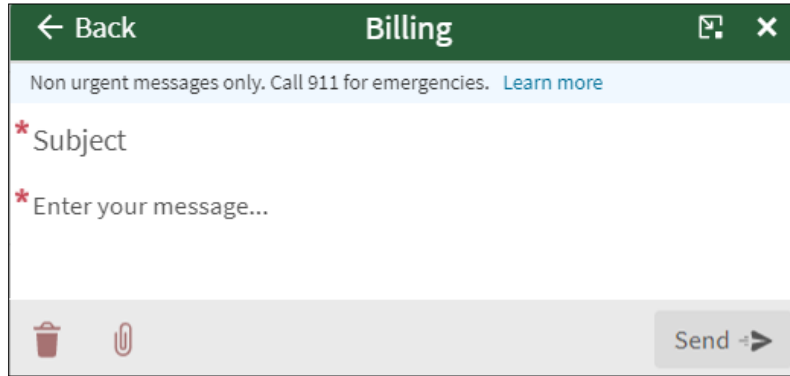


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Benefits of Signing In to MyChart *(continued)*

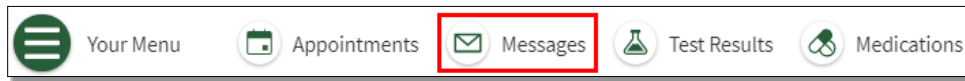
Contact Avita Customer Service

regarding your bill via a secure message (with attachments  if applicable).

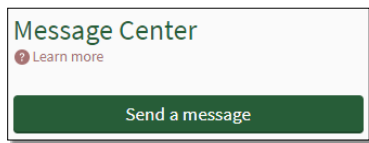


To send a message from the home page:

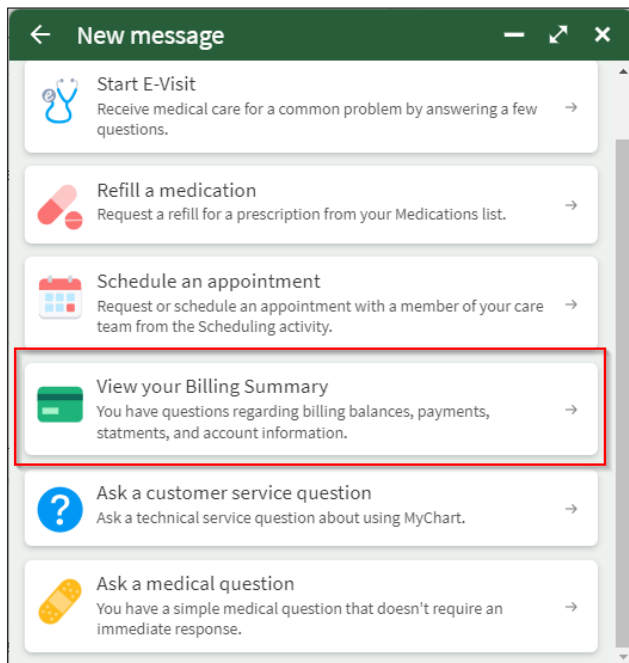
1. Click **Messages**



2. Click **Send a message**





3. Click **View your Billing Summary**




Avita's Online Patient Portal


4. Click View balance details

 **Avita Health System**
Patient #
Patients included:




Amount Due
\$0.00





 [View balance details](#)

 [View last statement](#)


5. Click Contact Customer Service


Avita Health System


Responsible for Payment

 John Doe
Patient # 123456789
123 Unreal Lane
Notarealplace, Ohio 12345
 555-555-1234
 555-555-1235
 noemail@gmail.com


Patients Included

 Janey Doe

Paperless Billing

 Enabled for this account
[Update](#)

Questions

 [Contact customer service](#)

See page 7 for replying to a message from Avita.

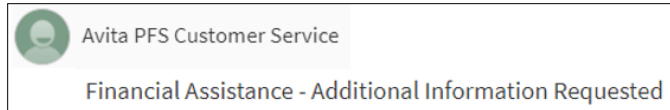
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To reply to a message from an Avita representative:

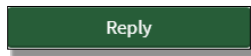
1. Click **Messages**




2. Select the message from Avita



3. Click **Reply**



Once you access the message:

- Enter your **Subject** and **Message**
- Attach any files 
- Click **Send**

Avita Customer Service will respond by the end of the next business day.

