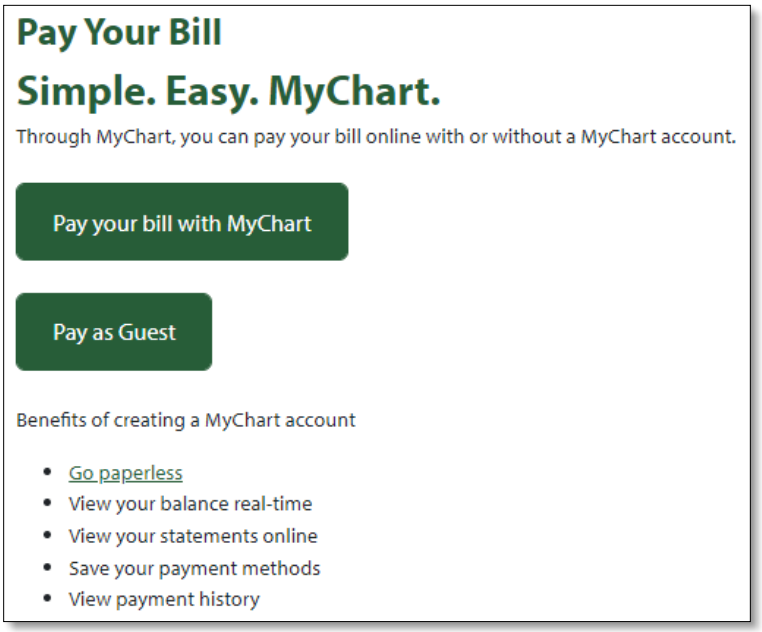
Avita's Online Patient Portal

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**

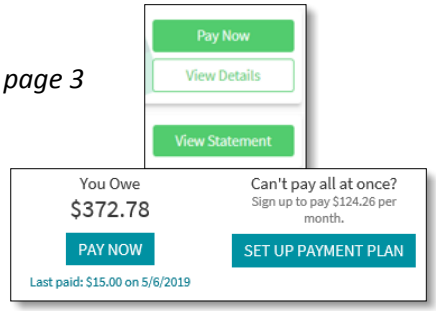


You will be directed to MyChart:

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

Benefits of signing in to MyChart:

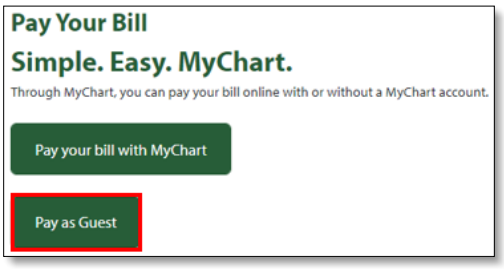
- *Make a payment within your MyChart account – page 3*
- *View account details – page 3*
- *View statements – page 3*
- *Apply for Financial Assistance – page 4*
- *Contact Avita Customer Service – pages 5-7*



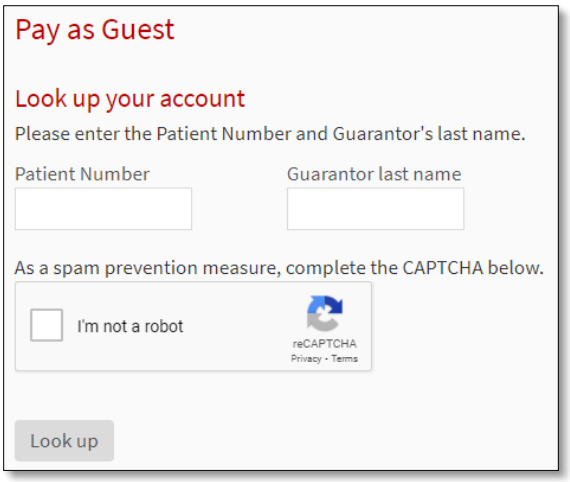
Avita's Online Patient Portal

Make a Payment Without Logging In

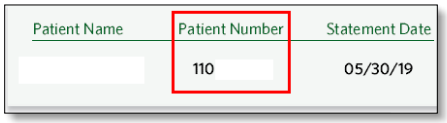
1. Click **PAY AS GUEST**



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

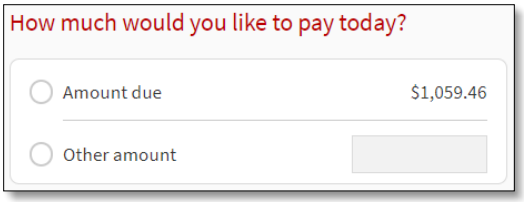


- **Patient Number** is located at the top of the bill



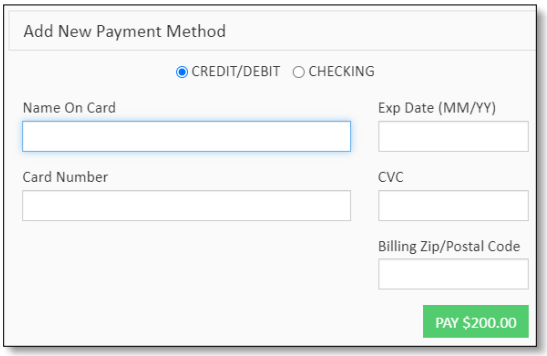
- **Guarantor last name** is the addressee's last name on the bill
  (This may be different than the Patient Name)

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



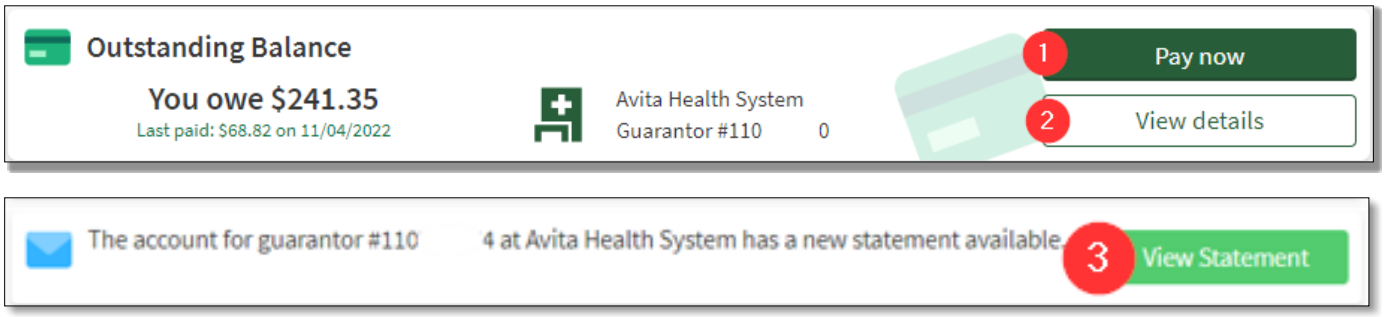
If you are unable to pay in full by due date, please call Avita Customer Service to make payment arrangements: 419-468-0512, toll free 833-462-8428, Monday thru Friday 8:00am-4:30pm.

4. Enter your **Card** information and click **PAY $____**.

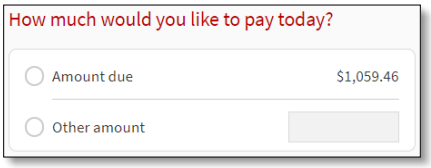


Avita's Online Patient Portal

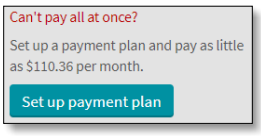
Benefits of Signing In to MyChart



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.



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

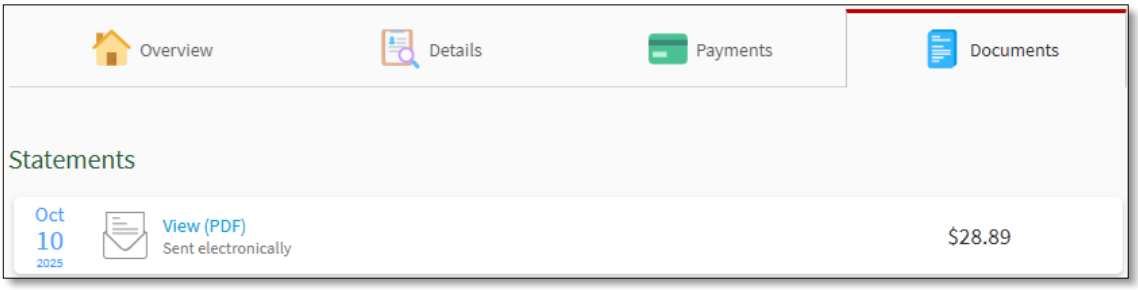


If you are unable to pay in full by due date, would like a longer payment plan or want to learn your payment options, please call Avita Customer Service: 419-468-0512, toll free 833-462-8428, Monday thru Friday 8:00am-4:30pm.

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

   - **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
   - **Documents:** 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 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. **

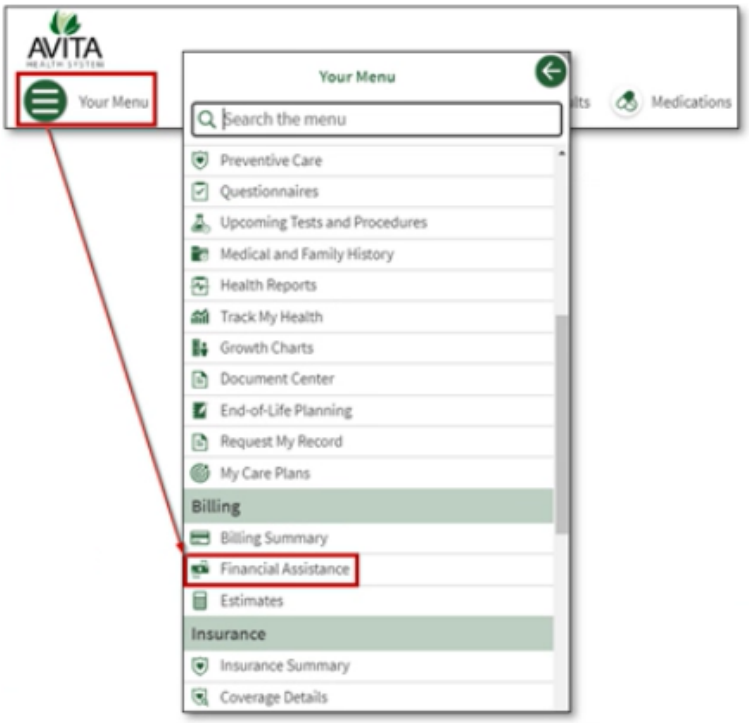
Avita's Online Patient Portal

Benefits of Signing In to MyChart *(continued)*

Apply for Financial Assistance

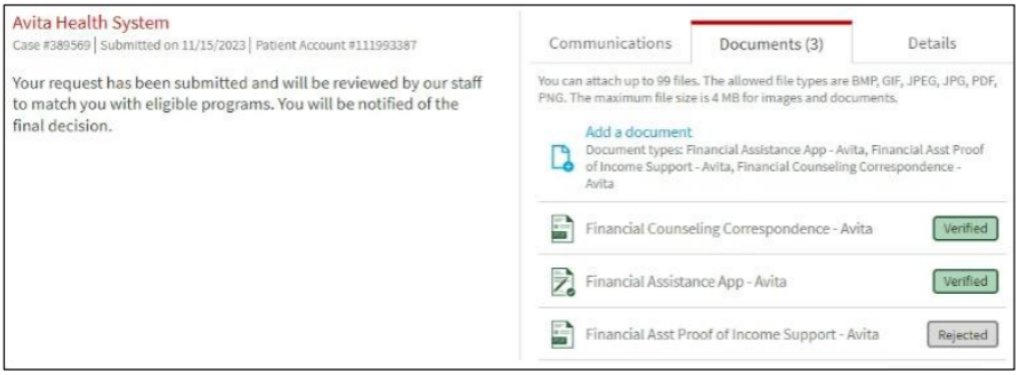
You can submit a request for Financial Assistance through MyChart for their Avita account when you have a balance.

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

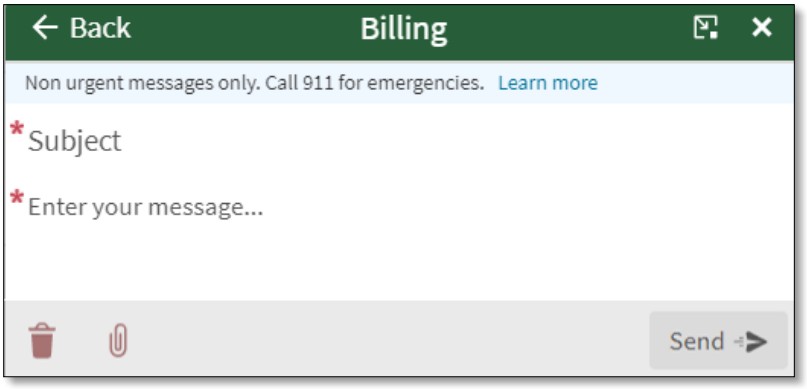
You can review your communications in MyChart and upload additional documents, if needed.



Avita's Online Patient Portal

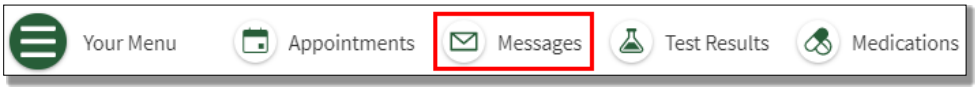
Benefits of Signing In to MyChart *(continued)*

Contact Avita Customer Service
regarding your bill via a secure message (with attachments if applicable).

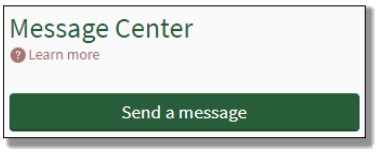


To send a message from the home page:

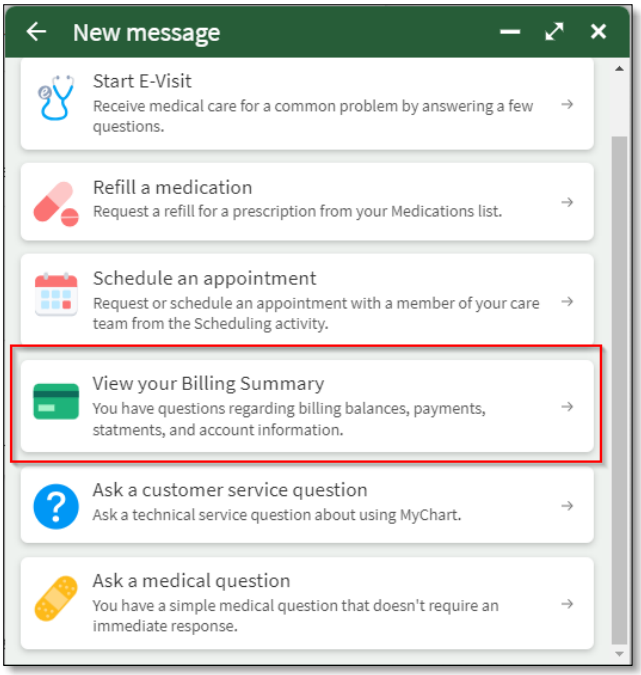
1. Click **Messages**



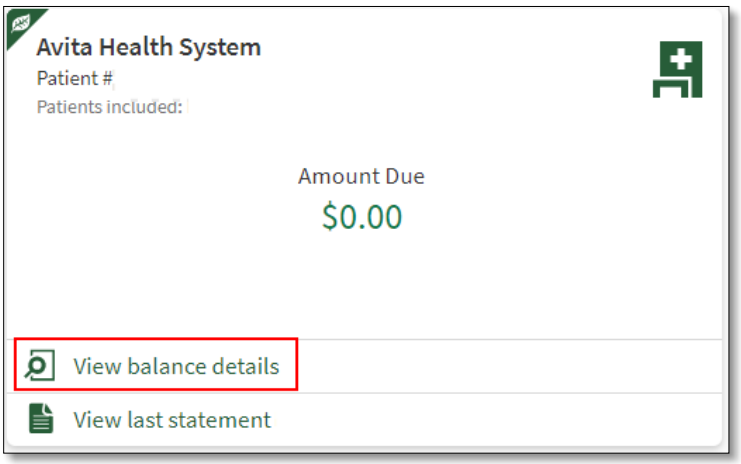
2. Click **Send a message**



3. Click **View your Billing Summary**



4. Click **View balance details**



5. Click **Contact Customer Service**

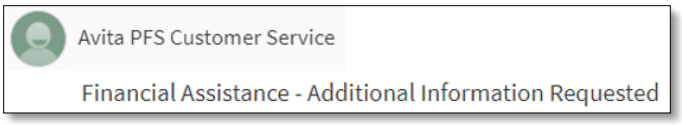
See page 7 for replying to a message from Avita.

Avita's Online Patient Portal

To reply to a message from an Avita representative:

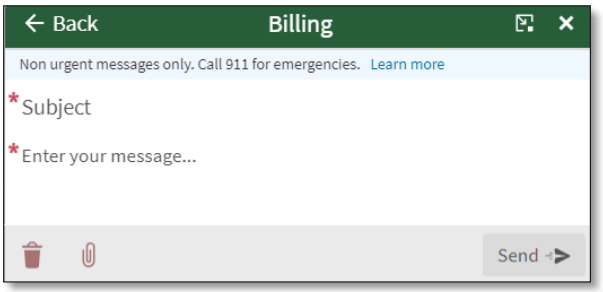
1. Click **Messages**

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.