

Avita's Online Patient Portal

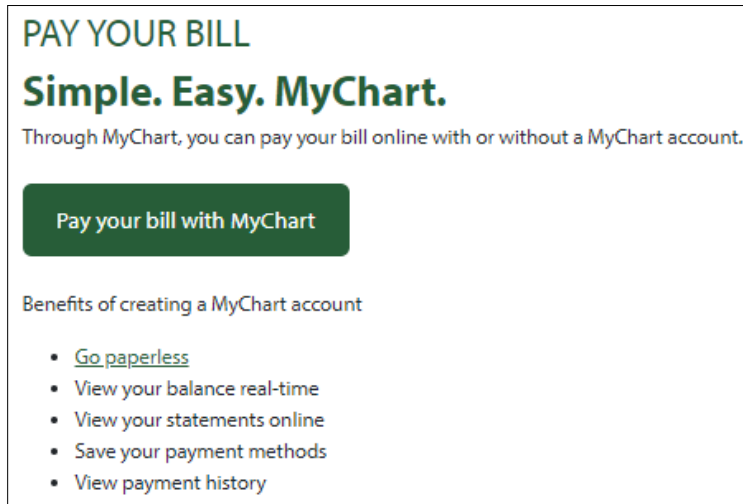
Access Avita's Online Patient Portal

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

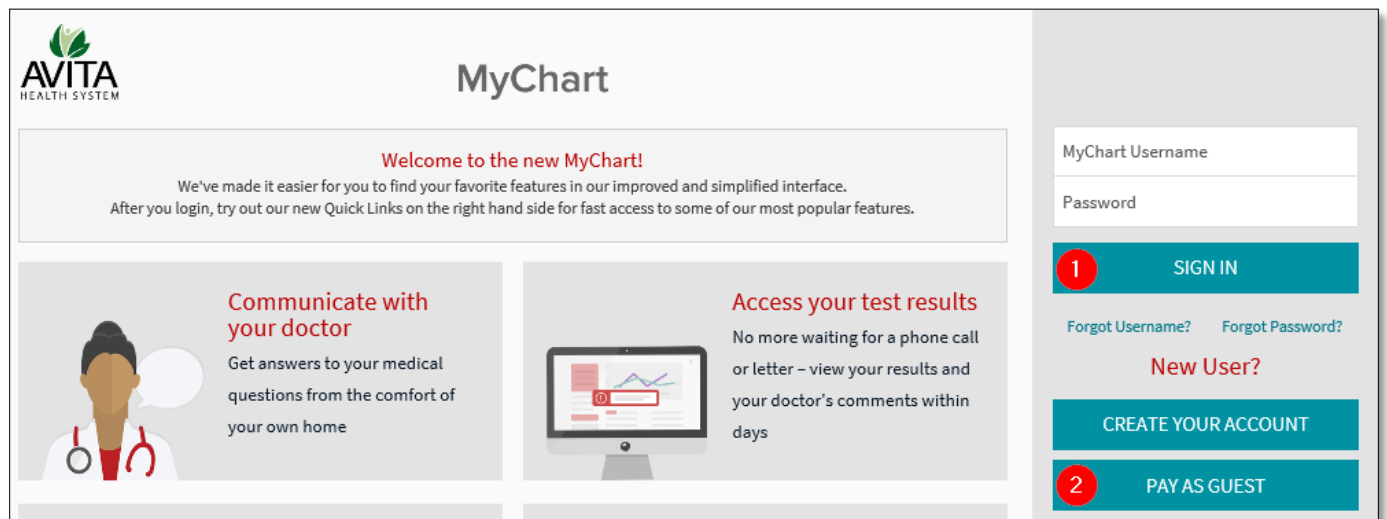
2. Click on **YOUR BILL**



3. Click on **Pay your bill with MyChart**



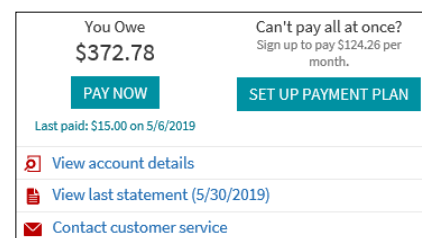
You will be directed to MyChart:



Make a payment without signing in (PAY AS GUEST) – page 2

Benefits of signing in to MyChart (SIGN IN):

- *Make a payment within your MyChart account – page 3*
- *View account details, including statements – page 3*
- *View last statement – page 4*
- *Contact Avita Customer Service – page 4*



Avita's Online Patient Portal

Make a Payment Without Logging In

1. Click **PAY AS GUEST**

SIGN IN
Forgot Username? Forgot Password?
New User?
CREATE YOUR ACCOUNT
PAY AS GUEST

2. Using your statement, enter the account information then click **LOOK UP**

Pay as Guest
Look up your account
Guarantor account # Last name LOOK UP
NEXT CANCEL

- **Guarantor account number** is the **Patient Number** on the bill

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

- **Specific visit account number** is the "411xxxxxxx" **SERVICE NUMBER** in the Statement of Services section. This will prompt you to pay **that one visit only**. **You will not see any other open balances.**

CHARGE ACTIVITY
SERVICE NUMBER: 411C 12
SERVICE DATE: 1/1/2020

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

How much would you like to pay today?
You have a balance due for services performed at Avita Health System.
Amount Due \$372.78 Other Amount

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 8am-5pm.

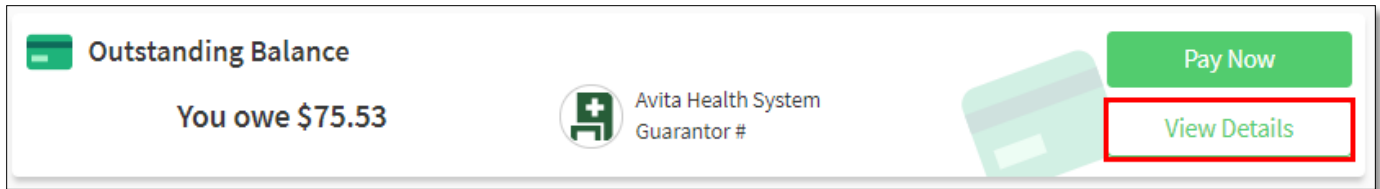
4. Enter your **Card** information and click **PAY \$_____**.

Add New Payment Method
Name On Card Exp Date (MM/YY)
Card Number CVC
Billing Zip/Postal Code
PAY \$372.78

Avita's Online Patient Portal

Benefits of Signing In to MyChart

In the **Outstanding Balance** section, click **View Details**.



Outstanding Balance

You owe **\$75.53**

Avita Health System
Guarantor #

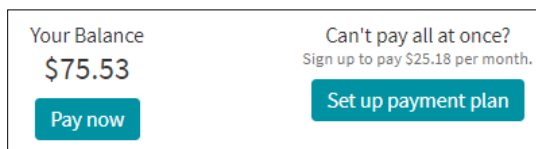
Pay Now

View Details

1. Make a Payment:

Click **Pay now** to pay some or all of the balance.

Or, click **Set up payment plan** to schedule automatic payments up to 3 months long.



Your Balance
\$75.53

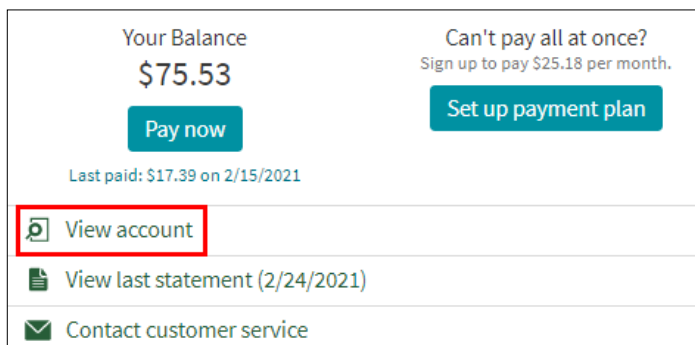
Can't pay all at once?
Sign up to pay \$25.18 per month.

Pay now

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 8am-5pm.

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



Your Balance
\$75.53

Can't pay all at once?
Sign up to pay \$25.18 per month.

Pay now

Set up payment plan

Last paid: \$17.39 on 2/15/2021

View account

View last statement (2/24/2021)

Contact customer service



Overview Details Payments Communications

- **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 mailed or emailed

Avita's Online Patient Portal

Benefits of Signing In to MyChart *(continued)*

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

Your Balance
\$75.53
Pay now

Can't pay all at once?
Sign up to pay \$25.18 per month.
Set up payment plan

Last paid: \$17.39 on 2/15/2021

- View account
- View last statement (2/24/2021)**
- Contact customer service

** 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. **

4. **Contact Customer Service** to send a secure message to Avita Customer Service regarding your bill.

Your Balance
\$75.53
Pay now

Can't pay all at once?
Sign up to pay \$25.18 per month.
Set up payment plan

Last paid: \$17.39 on 2/15/2021

- View account
- View last statement (2/24/2021)
- Contact customer service**

After typing your message, hit **SEND** and Avita Customer Service will respond by the end of the next business day.

Patient Number
110

Message:
|

SEND CANCEL