

Sites Impacted: All Sites  
Users Impacted: All MyChart Users

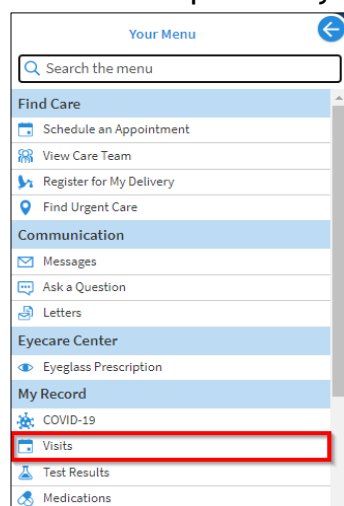
Prior to scheduled appointments, patients with MyChart accounts can take care of registration-related tasks online using eCheck-In, completing questionnaires, copay payments, and verifying demographics, insurance, and more from the comfort of their home before arriving for their visit. Once complete, patients can print a barcode or save it in their MyChart mobile app. When patients arrive for their appointment, they scan their barcode to jumpstart the remainder of their check-in process on a kiosk, which notifies the clinical team that the patient is present and ready for their appointment.

Use this guide to support patients as they navigate through the eCheck-in process.

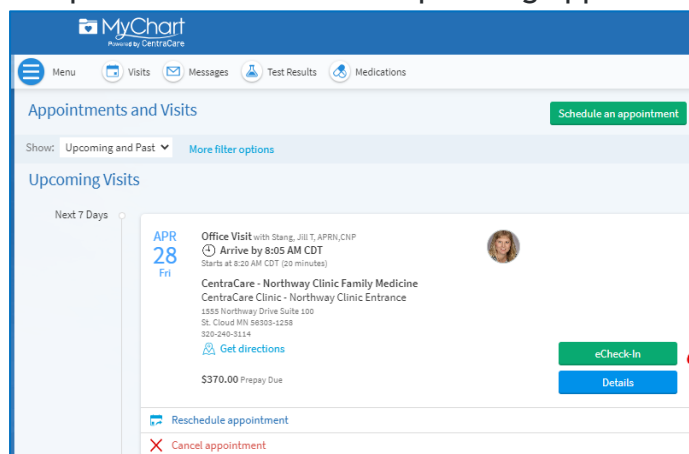
## Patient eCheck-In Workflow

1. The patient opens their MyChart account (mobile or web version).
2. From the **Menu**, search or scroll to locate **Visits**.

NOTE: This option may also be available as a short-cut button on the top of their screen.



3. The patient will locate the upcoming appointment and select the **eCheck-In** option.



4. Patients are prompted to complete the tasks across the top of their screen, including:
  - Verify their **Personal Information**.
  - Verify their **Emergency Contacts**.
  - Confirm **Responsibility for Payment** and verify **Insurance on File**, with options to update, remove, or add coverage.

Information can be updated or edited using the pencil icon in each section.

eCheck-in

Personal Info | Contacts | Insurance | Sign Documents | Medications | Allergies | Health Issues

Verify Your Personal Information

Contact Information

Address  
2424 FOUNTAIN DRIVE  
ALBANY MN 56307

Contact methods  
Email:  
sarah.krantz@centracare.com  
Mobile: 320-333-2222  
(preferred)

Details About Me

Learn more about these terms

Preferred first name: Francis  
Race: White  
Ethnicity: Non-Hispanic  
Preferred language: English

More about me

Edit

Next | Finish later

5. Patients will click the “Next” button to continue between steps or select “Finish Later” if they are unable to complete check-in in one sitting.

Next | Back | Finish later



Some patients are experiencing challenges at the Payment step and are struggling to locate the option to Pay Later, preventing them from completing eCheck-in. To assist them in completing their eCheck-in, patients should follow the guidance below.

## Patient with a Previous Balance and Copay/Prepay Amount

For patients with a copay/prepay amount and a previous balance, this screen will display multiple cards. If patients are struggling to locate the option to Pay Later, it will prevent them from completing eCheck-in.

To create a clearer process for patients, the Guarantor section link has been relabeled **“Other Payment Options or Pay Later”** and directs the patient to a new page where they can choose to pay later or make a payment.

Patients must click the hyperlink in each card and make a selection of a zero balance in order to bypass the payment screen.

If the patient does not click into each card and instead just clicks **“Next,”** they will get a screen prompting them to make a payment. That screen does not have a **“Back”** button, so patients must click the previous eCheck-in icon/ hyperlinked step from the top menu to return to the previous step.

Then patients can select the hyperlink on the Copay Due card indicating **“I am not able to pay this today”** option to progress through their eCheck-in step.

## Patient with a Previous Balance but no Copay/Prepay Amount

If a patient has a previous balance but no upcoming payment, the “Next” button converts into a “Pay Later” button so the patient can easily continue through the eCheck-in process.

However, if the patient does not click the “Change Payment Amount or Pay Later” button, they will get a screen prompting them to make a payment. If that was done in error, there is no “Back” button, so patients must click the previous eCheck-in icon/ hyperlinked step from the top menu to return to the previous step.

However, if the patient clicks “Next” without first selecting the “Change Payment Amount or Pay Later” button, they will get a screen prompting them to make a payment.

- The **Payments** section, through multiple pages, allows the patient to view their Estimate Summary, prepay an amount from the estimated out-of-pocket expense or copay, and pay their Outstanding Balance, if applicable.

## Estimate Summary

Most scheduled services will have an estimate generated prior to the services. The estimate is based on information known at the time it was created. To see detailed estimate information, the patient can click on the **View estimate details** link.

**eCheck-In**

Insurance Payments Medications Allergies Health Issues Questionnaires Sign Documents

**Payment for This Visit**

**Estimate for This Visit**  
This is the estimated amount you will owe for this visit.  
Physician fees \$373.75  
Your estimated payment \$373.75  
[View estimate details](#)

**Prepay**  
This is the amount estimated to be paid out of pocket for your visit, per your insurance information. Please see the estimate section for more details and who to contact for concerns or payment arrangements.  
☒ Amount due (Select to pay now) \$373.75  
☐ Other amount  
☐ Pay on arrival  
Select this option if you wish to pay at your visit.

**Your Outstanding Balances**  
This is the amount you owe for previous visits.  
Guarantor #7627 (Stephanie Hb Epicpoc)  
☐ Amount due (Select to pay now) \$2,262.33  
☐ Other amount  
☐ Pay later

Total amount you'll pay today: \$373.75  
[Next](#) [Back](#) [Finish later](#)

**Estimate for Office Visit at CentraCare - Northway Clinic Family Medicine with Jill Stang...**

CentraCare is pleased to provide you with a price estimate. A price estimate is not a contract or guarantee of the exact charges for services. Rather, a price estimate is our best attempt to give you the price range usually seen with this procedure. If you have additional questions please call 800-255-2700 ext.431199.

**You Pay**  
\$374  
Due at Check-In \$373.75  
[Make payment](#)

**Reference #4**

**Details**  
Total fees \$374  
Physician fees \$374  
You pay \$374

Coverage information  
No insurance (self pay)

[Back to Estimates](#)

NOTE: Outside of eCheck-In, patients can also locate and view details of estimates under **MyChart Menu > Billing > Estimates**. Additionally, all estimates generate a letter that pushes out to the patient's MyChart account and can be found under the **Menu > Communications > Letters** section.

**MyChart**  
Powered by CentraCare

Your Menu Visits Messages Test Results Medications

**Estimates**  
Are you wondering what a procedure will cost? Get an estimate for common procedures from one of our locations near you.

[+ Create a new estimate](#)

**Estimates for Scheduled Services**  
Select an estimate for more details.

**Office Visit at CentraCare - Northway Clinic Family Medicine with Jill Stang, APRN,CNP**  
3/7/2023 9:20 AM [View visit](#)  
\$357 (your estimated payment)  
CentraCare - Northway Clinic Family Medicine  
Jill Stang, APRN,CNP  
Reference #1286225  
Created 3/1/23  
[Make payment](#) [View letter](#)

**CentraCare Health**  
1200 6TH AVENUE NORTH  
SAINT CLOUD, MN 56303-2735  
Guarantor #: 388315  
Prepared on: 3/1/2023

| Estimate Number | Prepayment Due | Amount Paid |
|-----------------|----------------|-------------|
| 1286225         | \$356.75       | \$          |

Please make checks payable and remit to:  
CentraCare Health  
1406 Sixth Ave. N  
St. Cloud, MN 56303

Please detach and return top portion with your payment.

**Visit Estimate**  
Office Visit at CentraCare - Northway Clinic Family Medicine with Jill Stang, APRN,CNP on March 7, 2023

| Patient Name        | Date of Birth | MRN      | Insurance Coverage |
|---------------------|---------------|----------|--------------------|
| Rory Amb Epiccnv II | 03/27/1986    | 00510180 | Self-Pay           |

**Summary**  
This section contains a summary of the estimated cost for Rory Amb II Epiccnv's upcoming visit on 3/7/2023.

| Patient Responsibility | Details  |
|------------------------|--|
| 356.75                 | Physician Fees 356.75<br>Patient Responsibility 356.75 |

**Charge Detail**  
Please note that your actual charges are dependent upon a number of things that we cannot predict, such as

## Prepay

Prepay is the estimated amount for the upcoming service that a patient may owe out-of-pocket, based on insurance or no insurance, as well as a copay due for the appointment.

This section gives the patient two payment options:

- **Amount Due.** Prompts the patient to provide a payment method.
- **Pay at Arrival.** Provides the patient with an opportunity to bypass making a pre-payment during eCheck-In. The patient will be asked again at the time of their arrival.

MyChart  
Powered by EpicCare

Menu Visits Messages Test Results Medications

Log out Megan

eCheck-In

Personal Info Insurance Sign Documents **Payments** Medications Allergies Health Issues

Do you want to pay for this visit now?

Copay due  
\$25.00

☒ Yes, pay \$25.00 copay  
☐ No, pay on arrival

Next Back Finish later

Payment summary  
Paying now \$25.00

Back to the home page

## Outstanding Balance

If a patient has an outstanding balance on their guarantor account, they are given the opportunity to pay during eCheck-In. Patients have the option to pay the full amount, other amount, or pay the outstanding balance later. If a patient is unsure where this balance is coming from, the “**View Balance Details**” link will take them out of eCheck-In to view more details in **Billing Summary**.

MyChart  
Powered by EpicCare

Menu Visits Messages Test Results Medications

Log out Megan

eCheck-In

Personal Info Insurance Sign Documents **Payments** Medications Allergies Health Issues

Do you want to pay your previous balance now?

Guarantor #0024 (Megan Pb Epicpoc)

Amount due  
\$150.50  
[View balance details](#)

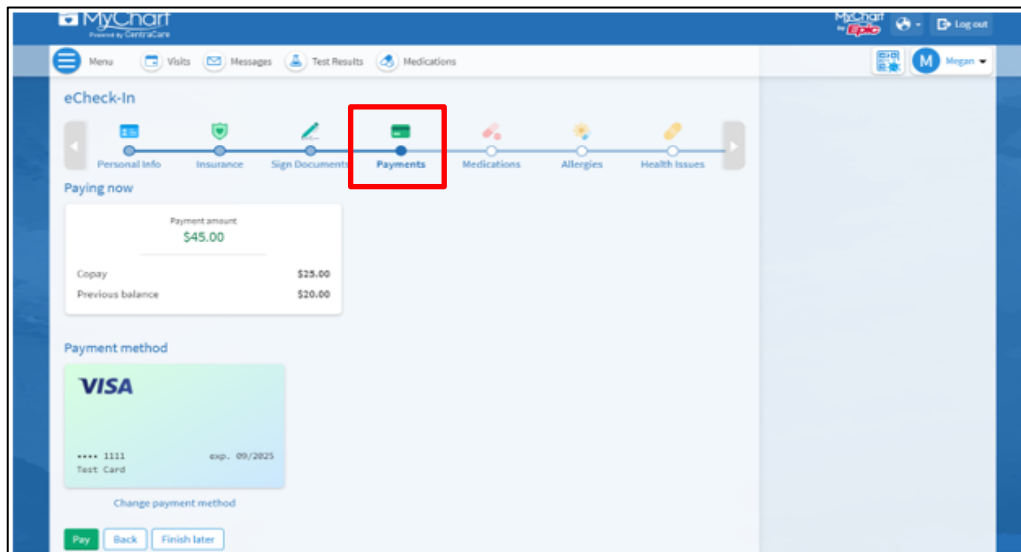
☐ Yes, pay \$150.50  
☒ Yes, pay other amount \$20.00  
☐ No, not now

Next Back Finish later

Payment summary  
Paying now \$45.00  
This visit \$25.00  
Previous balance \$20.00

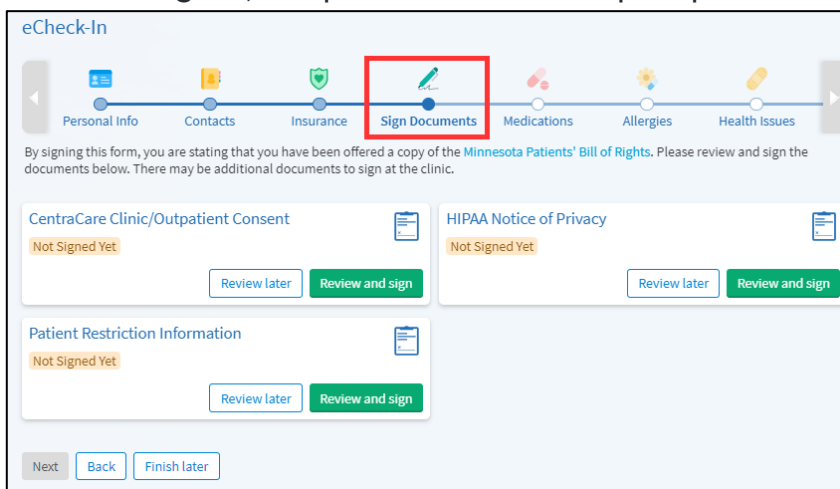
Back to the home page

7. After making payment selections, a summary page displays the total a patient has elected to pay. Selecting **Next** here charges the chosen payment method.



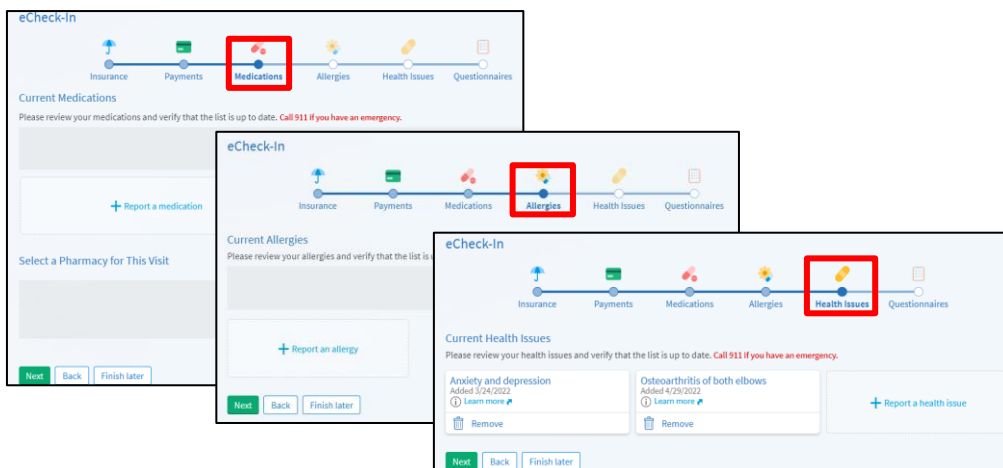
The screenshot shows the MyChart eCheck-In interface. A progress bar at the top highlights the 'Payments' step. Below the progress bar, the 'Paying now' section displays a payment amount of \$45.00, with a copay of \$25.00 and a previous balance of \$20.00. The 'Payment method' section shows a VISA test card. At the bottom, there are 'Pay', 'Back', and 'Finish later' buttons.

8. If there are any **consent forms** associated with the upcoming appointment or any that are due to be signed, the patient will next be prompted to Review and Sign them.



The screenshot shows the MyChart eCheck-In 'Sign Documents' screen. A progress bar highlights the 'Sign Documents' step. Below the progress bar, there is a message about signing the form. Three consent forms are listed: 'CentraCare Clinic/Outpatient Consent', 'HIPAA Notice of Privacy', and 'Patient Restriction Information'. Each form has a 'Review later' button and a 'Review and sign' button. At the bottom, there are 'Next', 'Back', and 'Finish later' buttons.

9. Next, the patient will verify their current **Medications**, **Allergies**, and **Health Issues**.



The screenshot shows three overlapping MyChart eCheck-In screens. The top screen is the 'Medications' screen, the middle screen is the 'Allergies' screen, and the bottom screen is the 'Health Issues' screen. Each screen has a progress bar highlighting its respective step. The 'Medications' screen has a 'Report a medication' button. The 'Allergies' screen has a 'Report an allergy' button. The 'Health Issues' screen has a 'Report a health issue' button. Each screen also has 'Next', 'Back', and 'Finish later' buttons at the bottom.

10. The **Questionnaires** page will prompt the patient to complete any questionnaires associated with the visit or patient record. As the last step of each questionnaire, the patient will see a summary page with the option to submit the questionnaire.

eCheck-In

Insurance Payments Medications Allergies Health Issues **Questionnaires**

### Patient Health Questionnaire (PHQ-9)

For an upcoming appointment with **Becky J Mueller, DO** on 3/3/2023  
If you are currently suicidal or experiencing suicidal thoughts, please go directly to the Emergency Room.

\* Indicates a required field.

Over the last two weeks, how often have you been bothered by any of the following problems?

|   | Not at all            | Several days          | More than half the days | Nearly every day      |
|---|-----------------------|-----------------------|-------------------------|-----------------------|
| * Little interest or pleasure in doing things         | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>   | <input type="radio"/> |
| * Feeling down, depressed or hopeless                 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>   | <input type="radio"/> |
| * Trouble falling / staying asleep, sleeping too much | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>   | <input type="radio"/> |
| * Feeling tired or having little energy               | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>   | <input type="radio"/> |


11. The patient may be prompted to provide a Photo ID. Providing a Photo ID is an **optional** step in the process and can be bypassed by clicking the **CONTINUE** button.

eCheck-In

Insurance Payments Medications Allergies Health Issues **Questionnaires**

### Photo ID

For an upcoming appointment with **Becky J Mueller, DO** on 3/3/2023  
Please take a photo of your current driver's license or state-issued ID and upload it here. ⓘ

 Add a document

**Continue** **Finish later** **Cancel**


12. With all questionnaires completed and documents signed, the patient will click on the **Submit** button.

13. With their eCheck-in complete, the patient will see a confirmation thank you message. Patients can print their QR code or present it on their mobile device at the registration kiosk upon arriving for their appointment.


eCheck-In Complete


Thanks for using eCheck-In!  
The information you've submitted is now on file. Scan this barcode when you arrive to save time. You can use the MyChart app or a printed barcode.

When you arrive, you may need to:  
Financial Assistance Screening  
✈ Verify Travel History

  
AC19714  
[Print your barcode](#)

### Office Visit with Camelia Florea

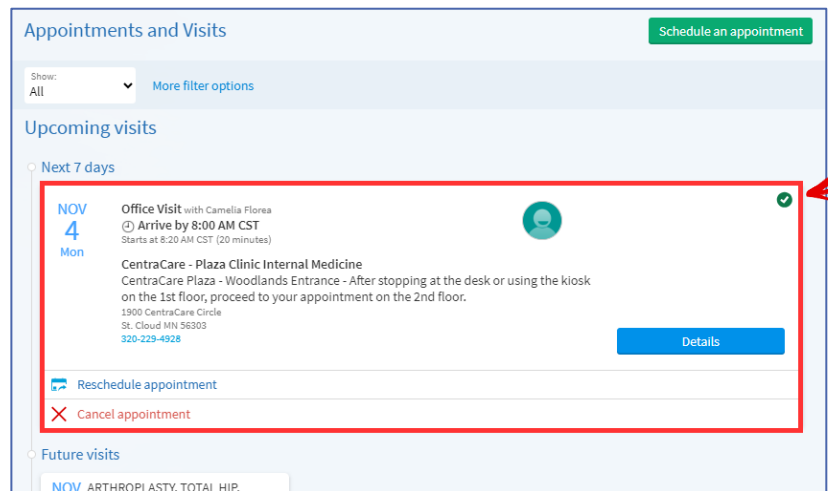
 Monday November 04, 2024  
Arrive by 8:00 AM CST ⓘ  
Starts at 8:20 AM CST  
[Add to calendar](#)

 CentraCare - Plaza Clinic Internal Medicine  
CentraCare Plaza - Woodlands Entrance - After stopping at the desk or using the kiosk on the 1st floor, proceed to your appointment on the 2nd floor.  
1900 CentraCare Circle  
St. Cloud MN 56303  
320-223-4928

[Back to Visit Details](#)

## Additional Notes

When a patient completes their pre-registration tasks through the eCheck-In process, the option to **confirm** their appointment is automatically removed from the Appointment Detail and the eCheck-In is marked as completed.



Welcome and eCheck-In integrate with the **Registration Checklist** to determine which workflow steps to show patients so they don't have to complete steps that are already verified, such as information that was verified on another recent visit.

For example, if a patient has a verified coverage but not a verified member/guarantor for that coverage, the patient is asked to verify or add a guarantor when they begin a workflow in Welcome or eCheck-In. If both the coverage and member are verified, the insurance workflow step doesn't appear at all.

Patients can complete eCheck-In even **without a MyChart account**, but the patient or proxy will only have access to a limited set of features. When a patient or proxy clicks the link from a notification or other communication, they identify themselves with their demographic information and can begin eCheck-In. They can choose to sign up for a MyChart account upon completing eCheck-In.