

## Managing your child's hospital and hospital-based clinic expenses online: Setting up your account and frequently asked questions

Children's Minnesota is pleased to offer a user-friendly online bill payment system to help manage your child's hospital and hospital-based clinic expenses with ease. This guide will walk you through setting up your bill pay account for Children's Minnesota hospitals and hospital-based clinics (Minneapolis and St. Paul primary care clinics, The Children's Heart Clinic, specialty clinics), and answer frequently asked questions about our bill pay system.

### Image of bill payment website login page:

Children's Minnesota The Kid Experts Customer Portal

VISA Mastercard AMEX DISCOVER

Make One Time Payment

Pay your bill in 3 easy steps without registering. All you need is your account number from your paper bill.

Payments made prior to 7pm CT will be posted to your account the next day. Payments made after 7pm CT will be posted within 48 hours. For each payment, you will receive a confirmation number for your records.

PAY NOW

Login

Email\* someone@example.com

Password\* Password

Don't have an account [Register Now](#)

Forgot your password? LOGIN

Paymentus

© Paymentus Corp. All Rights Reserved

[Privacy Notice](#) [Privacy Notice to California Residents](#) [Bill Payment Terms and Conditions](#) [Payment Authorization Terms](#) [SMS Text Communication Terms and Privacy](#)

## Setting up your account

Registering for our bill payment portal is simple and allows you to manage your family's guarantor accounts under one login. Here's how:

1. Go to [childrensMN.org/payhospitalbill](https://childrensMN.org/payhospitalbill) and click the button, "Pay your hospital bill."

2. Follow the prompts to register and click “Enroll.” This page looks like:

Please enter all of the information below

### New Account Information

Email Address

Passwords must meet the following requirements:

- must be at least 10 characters in length
- must contain at least one number and 1 alpha
- only alphanumeric and special characters are allowed

For enhanced security, do not use proper names, words commonly found in the dictionary or repeating sequences of numbers.

Password

Re-enter password

First Name

Last Name

Phone Number

ZIP Code:

3. Add your guarantor account number and 5-digit zip code. Then click “Add Account.” This page looks like:

 Customer Portal

Accounts

Pay My Bill

Payment Plans

Bill History

Payment History

My Wallet

My Profile

Log out

### Add Account

All fields are required unless labeled as optional.

Account Information

Please enter the Guarantor account number including the dash.

Please enter your 5 digit zip code

Paperless 



Terms & Conditions

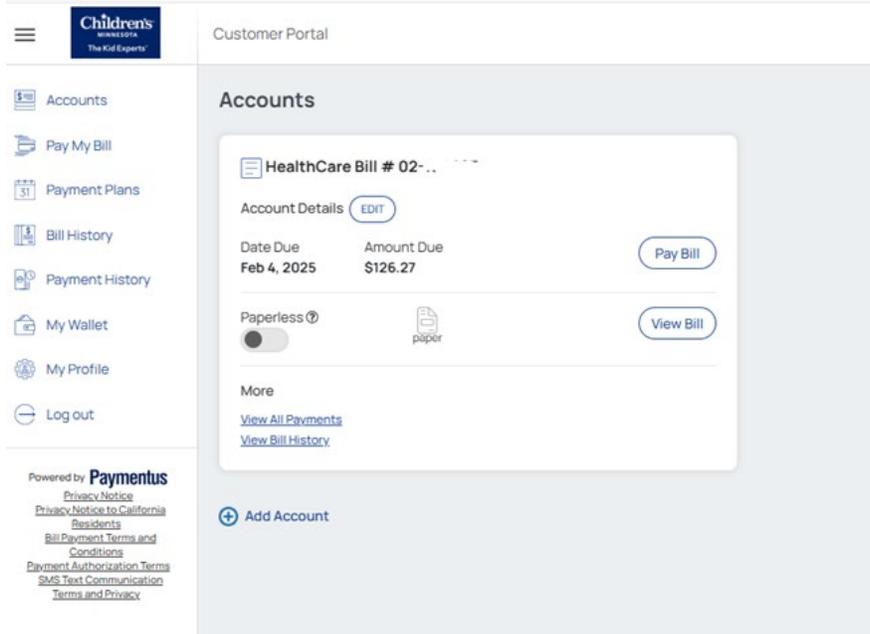
[Read the Payment Authorization Terms](#)

I agree to the Payment Authorization Terms.

Powered by **Paymentus**

[Privacy Notice](#)  
[Privacy Notice to California Residents](#)  
[Bill Payment Terms and Conditions](#)  
[Payment Authorization Terms](#)  
[SMS Text Communication Terms and Privacy](#)

- After you have added your account, click the “Back to Accounts” button or the “Accounts” tab on the left-hand vertical toolbar. The Accounts page looks like:

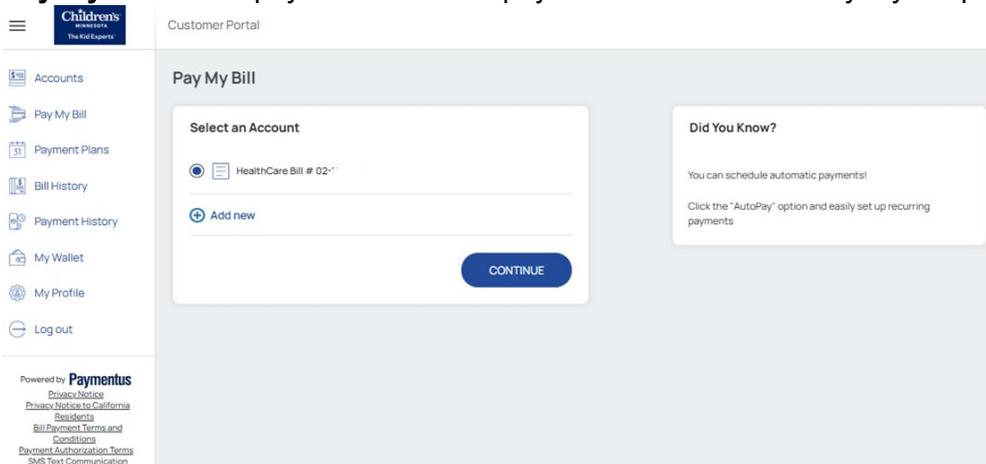


Your guarantor account will display along with your account balance and due date. You can:

- View and pay your bill.
- Choose paperless billing/eBill (if you did not choose when you added the account).
- View all past payments made on the previous online bill pay portal up to 12 months.
- View all payments and bill history up to 12 months.
- Add another guarantor account (click (+) Add Account).

## Key features in the payment portal (left-hand side bar)

- **Pay My Bill:** Make payments and add payment methods. The Pay My Bill page looks like:



After the payment is accepted, you will get a receipt:



## Schedule a new payment plan:

Children's Hospital  
The Kid Experts

Customer Portal

### Schedule New Payment Plan

**Select an Account**

HealthCare Bill # 02-... \*\*\*\*\*

Add new

**CONTINUE**

#### How to Schedule a Payment Plan

1. Select an account.
2. Choose your preferred payment method.
3. Determine which option best suits your needs.
4. Select how and when to receive payment receipt notifications.
5. Review and Confirm.

Powered by **Paymentus**

[Privacy Notice](#)  
[Privacy Notice to California Residents](#)  
[Bill Payment Terms and Conditions](#)  
[Payment Authorization Terms](#)  
[SMS Text Communication Terms and Privacy](#)

## Then, add a payment method for your scheduled payment plan:

Accounts

Pay My Bill

Payment Plans

Bill History

Payment History

My Wallet

My Profile

Log out

### Schedule New Payment Plan > HealthCare Bill # 02-...

**Payment Method**

Add new

**BACK** **CONTINUE**

#### How to Schedule a Payment Plan

1. Select an account.
2. Choose your preferred payment method.
3. Determine which option best suits your needs.
4. Select how and when to receive payment receipt notifications.
5. Review and Confirm.

Powered by **Paymentus**

[Privacy Notice](#)  
[Privacy Notice to California Residents](#)  
[Bill Payment Terms and Conditions](#)  
[Payment Authorization Terms](#)  
[SMS Text Communication Terms and Privacy](#)

Next, enter your payment method. Visa, MasterCard, American Express, Discover, ACH banking, debit cards, PayPal, Venmo, Google Pay and Apple Pay are accepted:

### Add Payment Method ✕

E-Check  
  Debit  
  Credit  
  Digital Wallets

Where can I find my routing and account number?

Routing    Account    Check    OR    Routing    Check    Account

All fields are required unless labeled as optional.

Account Type

Checking     Savings

Routing Number     Account Number

Bank Name     Name on Account

Set as default payment method

- [Learn how to make a payment using PayPal.](#)
- [Learn how to make a payment using Venmo.](#)
- [Learn how to make a payment using Google Pay.](#)
- [Learn how to make a payment using Apple Pay.](#)

After your payment method is added, you can continue scheduling your payments. For example (using a Visa credit card):

Accounts

Pay My Bill

Payment Plans

Bill History

Payment History

My Wallet

My Profile

Log out

### Schedule New Payment Plan > HealthCare Bill # 02-

#### Select an Account

My Wallet

VISA \*\*\*\*\*1111 | Exp 07/27

#### How to Schedule a Payment Plan

1. Select an account.
2. Choose your preferred payment method.
3. Determine which option best suits your needs.
4. Select how and when to receive payment receipt notifications.
5. Review and Confirm.

Powered by **Paymentus**  
[Privacy Notice](#)  
[Privacy Notice to California Residents](#)  
[Bill Payment Terms and Conditions](#)  
[Payment Authorization Terms](#)  
[SMS Text Communication Terms and Privacy](#)

- **Bill History:** View past statements. The Bill History page looks like:

Customer Portal

### Bill History

1-1 of 1

Account Number	Document Number	Document Date	Due Date	Document Type Name	Total Amount	Document Key	Action
02-*****	DOC_543691	02/04/2025	02/04/2025	Patient Statement	125.27		<a href="#">View Bill</a>

Powered by **Paymentus**

[Privacy Notice](#)  
[Privacy Notice to California Residents](#)  
[Bill Payment Terms and Conditions](#)  
[Payment Authorization Terms](#)  
[SMS Text Communication Terms and Privacy](#)

- **Payment History:** View past payments up to 12 months. The Payment History page looks like:

Customer Portal

### Payment History

[Download History](#) [Search](#)

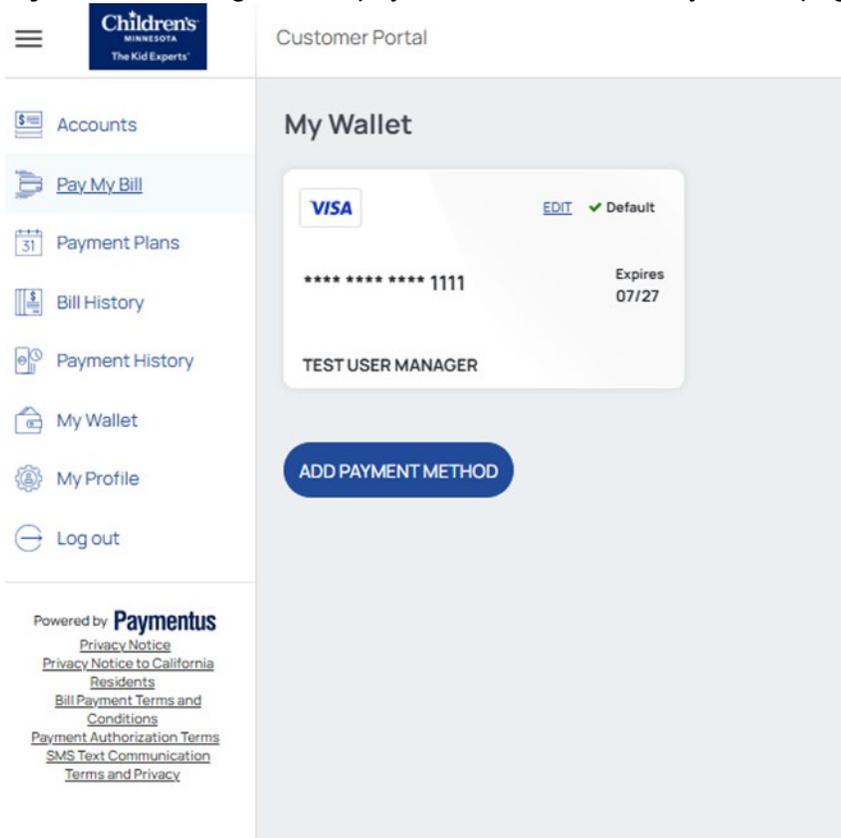
1-1 of 1

Account	Amount	Date	Method	Action
<span style="color: green; font-weight: bold;">Accepted</span> healthCare Bill # 02-1	\$50.00	Mar 6, 2025 - 2:05:06 PM		<a href="#">View</a>

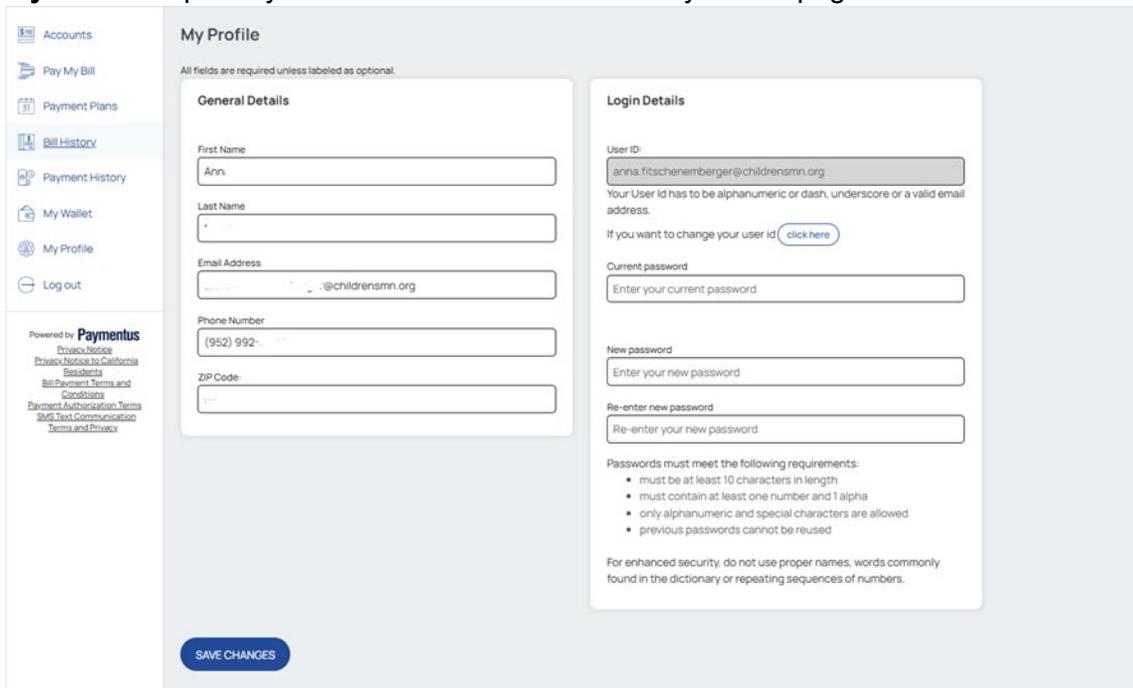
Powered by **Paymentus**

[Privacy Notice](#)  
[Privacy Notice to California Residents](#)  
[Bill Payment Terms and Conditions](#)  
[Payment Authorization Terms](#)  
[SMS Text Communication Terms and Privacy](#)

- **My Wallet:** Manage saved payment methods. The My Wallet page looks like:



- **My Profile:** Update your account information. The My Profile page looks like:



## Frequently asked questions (FAQ)

**Q: What are the benefits of the online payment system?**

**A: With our online payment system, you'll enjoy:**

- Digital payment options including most major credit cards (Visa, MasterCard, American Express, Discover), ACH banking, debit cards, PayPal, Venmo, Google Pay and Apple Pay.
- Simple account management and a one-stop place to view bills and historical account information.
- Automatic and scheduled payments.
- Paperless/electronic bills (eBills) and payment reminders.

**Q: Can I choose paper or electronic statements?**

**A:** Yes. New registered users will default to paperless/electronic statements (eBill). If you choose paperless/eBill for your statements, you will be asked to consent to electronic notifications. At any time, users can change their statement method from paperless/eBill to paper in their account.

**Q: Can I see all my linked accounts?**

**A:** Yes, accounts will be migrated with the same login as the main registered account. You can also easily add more accounts.

**Q: Will my past payment history be available?**

**A:** Yes, you can view up to 12 months of online payment and statement history. Please note that payments made via phone or mail will not show online.

**Q: What payment methods are accepted?**

**A:** Visa, MasterCard, American Express, Discover, ACH banking, debit cards, PayPal, Venmo, Google Pay and Apple Pay are accepted. Payment methods can be saved to your wallet to allow users to create payment plans and schedule a payment.

- [Learn how to make a payment using PayPal.](#)
- [Learn how to make a payment using Venmo.](#)
- [Learn how to make a payment using Google Pay.](#)
- [Learn how to make a payment using Apple Pay.](#)

**Q: Can I make a one-time payment without registering?**

**A:** Yes, use the "Pay Now" option and enter your guarantor account number and 5-digit zip code. For example:

The screenshot shows a form titled "Enter Account Information". Below the title is a note: "All fields are required unless labeled as optional." and a instruction: "Please enter the Guarantor account number including the dash." There are two input fields: the first is labeled "Guarantor account number" and contains the text "02-101010"; the second is labeled "Please enter your 5 digit zip code" and contains "55555". Below these fields is a checkbox labeled "Remember me on this device" which is checked. At the bottom right of the form is a blue button labeled "CONTINUE".

**Q: Can I set up a payment plan with a one-time payment?**

**A:** No, you must log in or register to set up a payment plan.

**Q: How often are balances updated?**

**A:** Balances update after your statement is uploaded.

**Need help?**

Contact Children’s Minnesota patient financial services during office hours: Monday–Friday, 8 a.m.–4:30 p.m.

- Phone: 952-992-5650
- Chat with a specialist: To chat with a specialist during office hours, visit [childrensmn.org/payhospitalbill](https://childrensmn.org/payhospitalbill).