

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 💌 🎇 🔤 🔝 🖳 Piiir V GPay ቀPay
		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 7 pm CT will be posted to your account the next day. Payments made after 7 pm CT will be posted within 48 hours. For each payment, you will receive a confirmation number for your records.	Email* borneone@example.com Password* Password Dont have an account Register Now Market Password LOGIN
		Paymee © Paymentus Corp. A Privacy Notice. Privacy Notice to California Residents. Bill Payment Terms and Condi	In Rights Reserved lons, Peyment 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 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

Passwords must meet the following	requirements:		
 must be at least 10 characters 	length		
 must contain at least one num 	er and 1 alpha		
 only alphanumeric and special 	haracters are allowed		
For enhanced security, do not use p	oper names, words commonly four	nd in the dictionary or repeatin	g
sequences of numbers.			
Password			
Enter your new password			
Po-enter password			
Re-enter your new password			
First Name			
Your first name			
Last Name			
Your last name			
Phone Number			
(111) 222-3333			
(
710.0 - 1-			
ZIP Code:			

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

The Kid Experts'	Customer Portal
Accounts	Add Account
Pay My Bill	All fields are required unless labeled as optional.
Payment Plans	Account Information
Bill History	Please enter the Guarantor account number including the dash.
Payment History	XX-XXXXXX
My Wallet	Please enter your 5 digit zip code
My Profile	Paperless ()
Powered by Paymentus <u>Privacy Notice</u> <u>Privacy Notice to California</u> <u>Residents</u> <u>Bill Payment Terms and</u> <u>Conditions</u> <u>Payment Authorization Terms</u> <u>SMS Text Communication</u> <u>Terms and Privacy</u>	Terms & Conditions Read the Payment Authorization Terms I agree to the Payment Authorization Terms. BACK TO ACCOUNTS ADD ACCOUNT

4. 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:

The Kid Experts'	Customer Portal	
Accounts	Accounts	
Pay My Bill	HealthCare Bill # 02	
31 Payment Plans	Account Details (EDIT)	
Bill History	Date Due Amount Due	(Pay Bill)
Payment History	Feb 4, 2025 \$126.27	(,)
My Wallet	Paperless ⑦	View Bill
My Profile		
- Log out	More View All Payments View Bill History	
Powered by Paymentus Privacy Notice Privacy Notice to California Bell Payment Terms and Conditions Payment Authorization Terms SMS Text Communication Terms and Privacy	Add Account	

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:

Children's MINHESOTA The Kid Experts'	Customer Portal	
Accounts	Pay My Bill	
Pay My Bill	Select an Account	Did You Know?
Bill History	HealthCare Bill # 02-1	You can schedule automatic payments!
Payment History	Add new	Dick the AutoPay option and easily set up recurring payments
My Profile	CONTINUE	
\bigcirc Log out		
Powered by Paymentus <u>Privacy Notice to California</u> <u>Residents</u> <u>BillPayment Terms and</u> <u>Conditions</u> <u>Payment Authorization Terms</u> <u>SMS Text Communication</u>		

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

Accounts	Pay My Bill > HealthCare	Bill # 02-1-
Pay My Bill	Payment Receipt	
Payment Plans		0
Bill History	Your payment	has been accepted.
Payment History	Confirmation #	2351/21/
My Wallet		25514214
My Profile	Payment Type	HealthCare Bill
⊖ Log out	Account #	02-1
Powered by Paymentus	Status	Accepted
Privacy Notice Privacy Notice to California Residents	Payment Date	Mar 6, 2025 - 2:05:06 PM
Bill Payment Terms and Conditions Payment Authorization Terms SMS Text Communication	Payment Method	Visa ****************1111
Terms and Privacy	Payment Amount	\$50.00
	PRINT MAKE ANOTHE PAYMENT	BACK TO PAYMENT

• **Payment Plans:** Set up and manage payment plans:

MINNESOTA The Kid Experts'	Customer Portal
Accounts	Payment Plans
Pay My Bill	rayment rians
31 Payment Plans	Add Payment Plan
Bill History	
Payment History	
My Wallet	
My Profile	
⊖ Log out	
Powered by Paymentus Privacy Notice Privacy Notice to California Busidents Bill Payment Terms and <u>Conditions</u> Payment Authorization Terms <u>SMS Text Communication</u> Terms and Privacy	

Schedule a new payment plan:

Children's Investoria The Kid Experts'	Customer Portal	
Accounts	Schedule New Payment Plan	
 Pay My Bill Payment Plans Bill History Payment History My Wallet 	Select an Account	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
My Profile Log out Powered tv Paymentus Prince/hotice Prince/hotice Prince/hotice Description BitDemont Terms Sk5 Text-Communication Terms and Privacy	CONTINUE	notifications. 5. Review and Confirm.

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

Accounts	Schedule New Payment Plan > HealthCare	Bill # 02
🍃 Pay My Bill	Payment Method	How to Schedule a Payment Plan
Bayment Plans	(+) Add new	
Bill History		1. Select an account.
Payment History	BACK CONTINUE	2. Choose your preferred payment method.
		Determine which option best suits your needs.
My Wallet		4. Select how and when to receive payment receipt
My Profile		notifications.
0		5. Review and Confirm.
⊖ Log out		
Desemble Desembles		
Privacy Notice		
Privacy Notice to California Residents		
Conditions		
SMS Text Communication		
AND AND ADDRESS OF TAXABLE		

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

Add Paymen	t Metho	d				2
E-Check	Debit	Credit	Digita	l Wallets		
Â						
Mare can I find	-	and sees up		-2		
123451	234:32	18235 • 52	84 :	23451234		3218235
Paratara		count Cha		Pouting	Check	Account
Checking	⊖ s	avings				
Routing Number				ccount Numb	ber	
Bank Name			N	ame on Acco	unt	
Set as defau	ilt paymen	t method				
				BACK		ADD

- 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	Schedule New Payment Plan > HealthCar	e Bill # 02-
 Pay My Bill Payment Plans Bill History Payment History My Wallet My Profile Logout 	Select an Account My Wallet Solution 11111 Exp 07/27 Add new BACK CONTIN	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 <u>Privacy.Notice to California</u> <u>Bain.Payment Terms and</u> <u>Bain.Payment Terms and</u> <u>Plemmant Authorization terms</u> <u>SME Text Communication</u> <u>Terms and Privacy</u>		

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

The Kid Laperts'	Customer Portal						
Accounts	Bill History						
PavMyBil							1-1 of 1
Image: State	Account Number Y	Document Number 17	Document Date V	Due Date 🔻	Document Type Ar Name ¥	otal Document w Key V	Action
Payment History	02-1	DOC_543691	02/04/2025	02/04/2025	Patient Statement 12	6.27	(View Bill)
My Wallet Wy Profile Log out							
Powerdby Paymentus Prison Nation Paisan Varios to California Ball Parement Terms and Conditions Parement Advocation Terms SMS Text Communication Terms and Privace							

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

=	MINNESOTA The Kid Experts'	Customer Portal				
S= Acc	counts	Payment History				
🍺 Pay	y My Bill	Download History Sea	rch			1-1 of 1
31 Pay	ment Plans	Account	Amount	Date	Method	Action
📳 Bill	History	sch ^{ath} lealthCare Bill # 02-1.	\$50.00	Mar 6, 2025 - 2:05:06 PM	VISA	View
Pay Pay	yment History					
🚖 My	Wallet					
🛞 Му	Profile					
	gout					
Powere Privac Bill F Paymen <u>SMS 1</u> Ter	d by Paymentus Privacy Notice V Notice to California Residents Payment Terms and Conditions 1 Authorization Terms Text Communication rms 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:

	General Details	Login Details
31 Payment Plans	of for Decard	
Bill History	First Name	User ID:
Payment History	Anni	anna.fitschenemberger@childrensmn.org
My Wallet	Last Name	Your User Id has to be alphanumeric or dash, underscore or a valid email address.
R M. Drofile		If you want to change your user id click here
way my Fione	Email Address	Current password
- Log out	@childrensmn.org	Enter your current password
Powered by Paymentus	Phone Number	
Privacy Notice Privacy Notice to California	(952) 992-	New password
Residents Bill Payment Terms and	ZIP Code:	Enter your new password
Payment Authorization Terms SMS Text Communication	2	Re-enter new password
Terms and Privacy		Re-enter your new password
		Passwords must meet the following requirements:
		must be at least to characters in length must contain at least one number and 1 alpha
		only alphanumeric and special characters are allowed
		 previous passwords cannot be reused
		For enhanced security, do not use proper names, words commonly
		found in the dictionary or repeating sequences of numbers.

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.

- o Learn how to make a payment using PayPal.
- o Learn how to make a payment using Venmo.
- o Learn how to make a payment using Google Pay.
- o 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:

Enter Account Information
All fields are required unless labeled as optional.
Please enter the Guarantor account number including the dash.
Guarantor account number
02-101010
Please enter your 5 digit zip code
55555
Remember me on this device
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.