

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**

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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

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.

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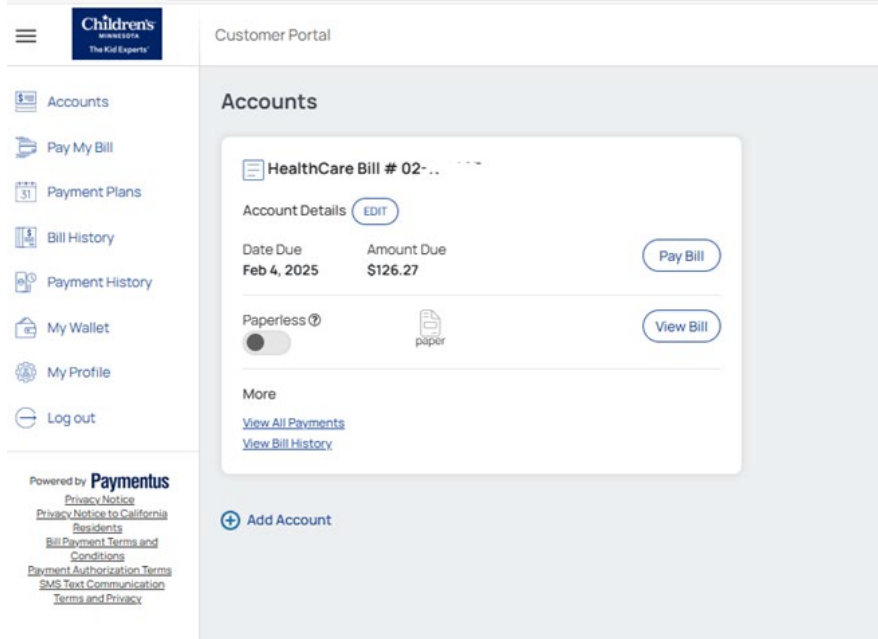
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4. After you have added your account, click the “Back to Accounts” button or the “Accounts” tab on the left-hand vertical toolbar. The Accounts page looks like:

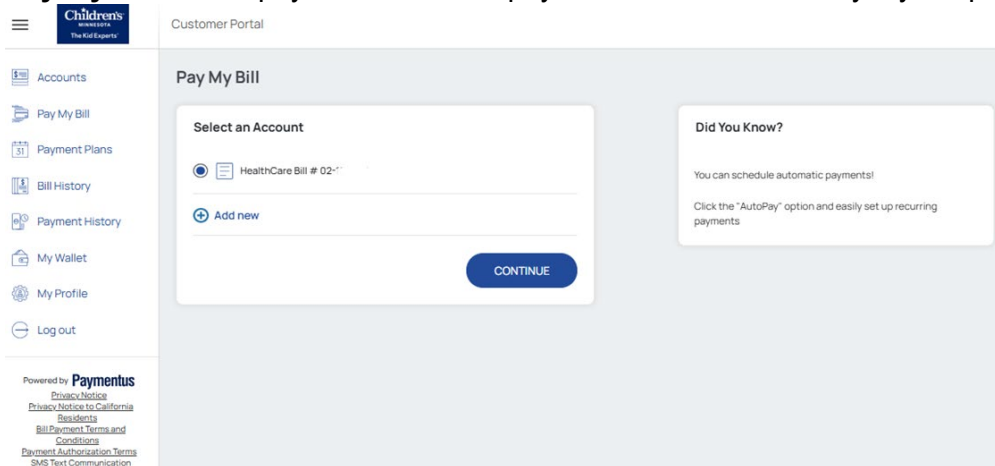


Your guarantor account will display along with your account balance and due date. You can:

- 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:

Accounts

Pay My Bill

Payment Plans

Bill History

Payment History

My Wallet

My Profile

Log out

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Pay My Bill > HealthCare Bill # 02-1

Payment Receipt

✓

Your payment has been accepted.

Confirmation #	23514214
Payment Type	HealthCare Bill
Account #	02-1
Status	Accepted
Payment Date	Mar 6, 2025 - 2:05:06 PM
Payment Method	Visa *****1111
Payment Amount	\$50.00

PRINT

MAKE ANOTHER PAYMENT

BACK TO PAYMENT HISTORY

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

Childrens
Hennepin
The Kid Experts

Customer Portal

Accounts

Pay My Bill

Payment Plans

Bill History

Payment History

My Wallet

My Profile

Log out

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Payment Plans

+

Add Payment Plan

Schedule a new payment plan:

Children's Hospital
The Kid Experts

Customer Portal

Accounts

Pay My Bill

Payment Plans

Bill History

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Log out

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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.

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

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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.

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

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

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The Kid Experts

Customer Portal

Bill History 1-1 of 1

Account Number	Document Number	Document Date	Due Date	Document Type Name	Total Amount	Document Key	Action
02-1	DOC_543691	02/04/2025	02/04/2025	Patient Statement	125.27		View Bill

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

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The Kid Experts

Customer Portal

Payment History 1-1 of 1

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

Account	Amount	Date	Method	Action
Accepted HealthCare Bill # 02-1	\$50.00	Mar 6, 2025 - 2:05:06 PM	VISA	View

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

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Customer Portal

My Wallet

VISA EDIT Default

**** * 1111 Expires 07/27

TEST USER MANAGER

ADD PAYMENT METHOD

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

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The Kid Experts

Customer Portal

My Profile

All fields are required unless labeled as optional.

General Details

First Name: Anna

Last Name:

Email Address: anna.fitschenemberger@childrensmn.org

Phone Number: (952) 992-

ZIP Code:

Login Details

User ID: anna.fitschenemberger@childrensmn.org

Your User ID has to be alphanumeric or dash, underscore or a valid email address.

If you want to change your user id [click here](#)

Current password: Enter your current password

New password: Enter your new password

Re-enter new password: Re-enter your new password

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
- previous passwords cannot be reused

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

SAVE CHANGES

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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 web form titled "Enter Account Information". Below the title is a note: "All fields are required unless labeled as optional." followed by "Please enter the Guarantor account number including the dash." There is a text input field for the "Guarantor account number" containing the value "02-101010". Below this is another note: "Please enter your 5 digit zip code" followed by a text input field containing the value "55555". At the bottom left, there is a checked checkbox labeled "Remember me on this device". At the bottom right, there 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.