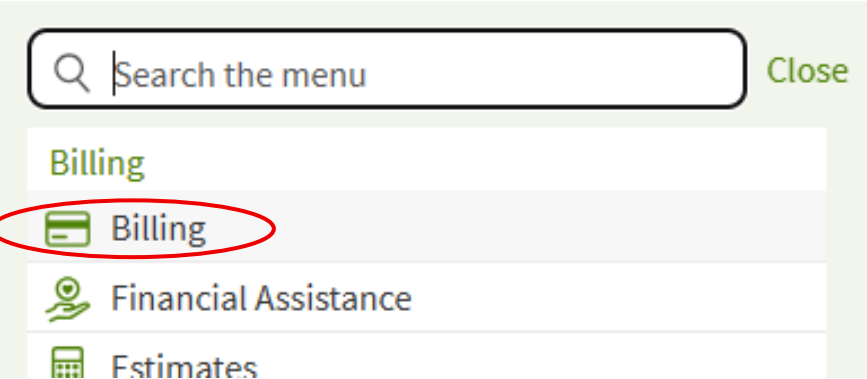


How to update your payment plan

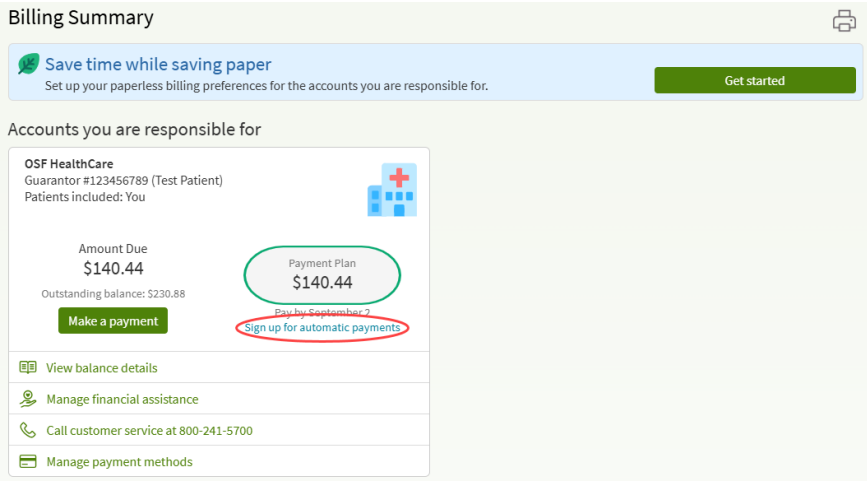
The following screenshots represent what you will see if you are accessing OSF MyChart through a computer or tablet using an internet browser window. Note: If you are on a mobile device or are accessing your account through the OSF MyChart app, images may look slightly different. However, overall functionality will remain the same.

1. How to sign up for automatic payments

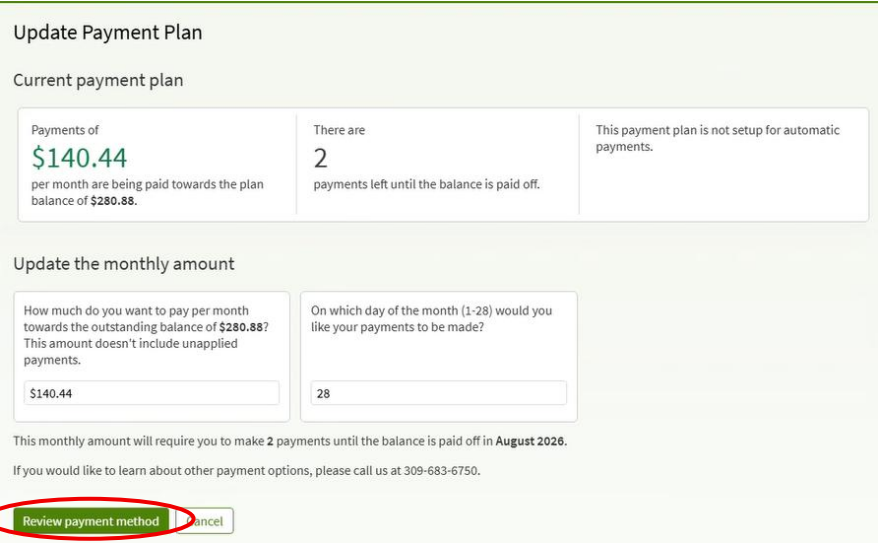
- Once logged in to OSF MyChart, navigate to your menu and select “Billing.” Note: You may already have a billing shortcut saved as an icon at the top of your home screen.



- Select “Sign up for automatic payments.” Do not select the “Make a payment” button. Doing so will result in an error.



- Review the information that imported from the previous billing system. First, confirm that your balance and monthly payment amount are accurate. Then select “Review payment method.”



- You can **choose an existing payment method** if one is listed. Please verify that the information is still accurate and select “Review plan.” If you need to **add or change a payment method**, select the “New Payment Method” toggle button. Then select the toggle button next to your preferred option.

Update Payment Plan

Payment summary

Payment plan terms

\$50.00 for 6 months

Beginning August 15

How would you like to pay?

VISA 1111

Ending in 1111

exp. 12/2026

Security code

BANK ACCOUNT 7891

Ending in 7891

Checking

New Payment Method

Manage your saved payment methods

Review plan

Change payment plan terms

Cancel

Payment Method

Add Credit/Debit Card

Add Bank Account

SUBMIT

POWERED BY InstaMed

Security

Privacy

Terms

Help

English

Bank account (example screen)

Payment Method

Add Credit/Debit Card

Add Bank Account

Name on Account

Enter your name as it appears on your bank statement.

Account Type

Checking

Routing Number

9 digit identification number for the bank, found on the bank's checks or website.

Account Number

Confirm Account Number

State

Phone Number

Driver's License Number

Save Payment Method to My Wallet

I authorize the merchant to use the information from my check to initiate an electronic funds transfer (EFT) or the paper draft to debit my bank account for the amount of the transaction. I acknowledge and agree that the merchant-initiated EFT is not a check transaction and is governed by applicable EFT law. In the event that the EFT or draft is returned unpaid, I understand and agree that the merchant may charge a return fee or other administrative fee to my bank account via EFT or draft as permitted by state or federal law.

SUBMIT

POWERED BY InstaMed

Security

Privacy

Terms

Help

English

Credit/debit card account (example screen)

Payment Method

Add Credit/Debit Card

Add Bank Account

Name on Card

Enter your name as it appears on your card.

Card Number

Exp Date

CVV

Country

United States

ZIP Code

Save Payment Method to My Wallet

Add Bank Account

SUBMIT

POWERED BY InstaMed

Security

Privacy

Terms

Help

English

- Review the next screen to ensure everything looks accurate based on your previous selections. Then select “Update plan.”

Update Payment Plan

Confirm the payment plan

You will be paying

\$50.00

per month towards the balance of \$280.88.

Your first payment will be made on August 15 and will be the first of

6

payments until the balance is paid off in January 2027

Payments will be made automatically on the 15th of each month with this payment method.

Payment method

VISA VISA 1111

x1111

exp. 06/2028

i

Once the plan is active, you may make updates but may not remove previously added balances. Only the current outstanding balance will be included in the payment plan. You will need to update the plan if you want to include future balances. If you need to end the plan, you will need to call us at 309-683-6750 or send a message to customer service.

Update plan

Change payment method

Cancel

- Upon reaching your confirmation screen, select “Back to Billing Summary.”

Update Payment Plan

✓

The automatic payment plan has been updated. You may print this page for your records.

You will be paying

\$50.00

per month towards the balance of \$280.88.

Your first payment will be made on August 15 and will be the first of

6

payments until the balance is paid off in January 2027

Payments will be made automatically on the 15th of each month with this payment method.

Payment method

VISA VISA 1111

x1111

exp. 06/2028

Back to Billing Summary

- Now that your automatic payment plan is configured, you will be able to use the “Make a payment” button if you choose to make payments to your plan in addition to your automatic monthly schedule.

Billing Summary

Save time while saving paper

Set up your paperless billing preferences for the accounts you are responsible for.

Get started

Accounts you are responsible for

OSF HealthCare

Guarantor #123456789 (Test Patient)

Patients included: You

Amount Due

\$0.00

Outstanding balance: \$230.88

Make a payment

1 scheduled payment

Auto Pay

\$50.00

Scheduled for August 7

Manage payment plan

View balance details

Manage financial assistance

Call customer service at 800-241-5700

Manage payment methods

2. How to enable paperless billing

- Return to the “Billing” screen from your main menu or home screen.

Search the menu

Close

Billing

Financial Assistance

Estimates

- Select “Get started” within the blue banner near the top.

Billing Summary

Save time while saving paper

Set up your paperless billing preferences for the accounts you are responsible for.

Get started

Accounts you are responsible for

OSF HealthCare

Guarantor #123456789 (Test Patient)

Amount Due

\$250.00

View balance details

Call customer service at 800-241-5700

Manage payment methods

- Toggle the paperless billing slider to “on.” (It will turn green.)

Paperless billing off (example screen)

Paperless Preferences

Save paper and manage your accounts more easily with paperless billing.
Please note: If you need to update your contact information, you will be taken out of the Paperless Settings activity and will be redirected to Patient Information page.

Contact information

Email
abc@123.com
Mobile phone
309-555-5555
[Review contact information](#)
[Review communication preferences](#)

Paperless billing

If you sign up for paperless billing, you are opting to receive billing communications electronically. You will be notified of new statements and letters based on your communication preferences. You may still receive billing documents via mail from locations that do not have paperless billing.

☐

Paperless After Visit Summaries*

If you sign up for paperless After Visit Summaries* (AVS), you are opting to receive your AVS electronically. You will be notified of a new AVS after each visit based on your communication preferences. You might still receive a printed AVS from locations that do not support a paperless AVS.

☐ I want to go paperless

☐ I want a paper copy and a digital copy

Paperless billing on (example screen)

Paperless Preferences

Save paper and manage your accounts more easily with paperless billing.
Please note: If you need to update your contact information, you will be taken out of the Paperless Settings activity and will be redirected to Patient Information page.

Contact information

Email
abc@123.com
Mobile phone
309-555-5555
[Review contact information](#)
[Review communication preferences](#)

Paperless billing

If you sign up for paperless billing, you are opting to receive billing communications electronically. You will be notified of new statements and letters based on your communication preferences. You may still receive billing documents via mail from locations that do not have paperless billing.

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☐ I want to go paperless

☐ I want a paper copy and a digital copy

Save changes

- Be sure to select the “Save changes” button, shown at right, to confirm your selection.

3. How to review and update your contact information

- From the screen above, select “Review communication preferences.”

Paperless Preferences

Save paper and manage your accounts more easily with paperless billing.
Please note: If you need to update your contact information, you will be taken out of the Paperless Settings activity and will be redirected to Patient Information page.

Contact information

Email
abc@123.com
Mobile phone
309-555-5555
[Review contact information](#)
[Review communication preferences](#)

Paperless billing

If you sign up for paperless billing, you are opting to receive billing communications electronically. You will be notified of new statements and letters based on your communication preferences. You may still receive billing documents via mail from locations that do not have paperless billing.

☒

Paperless After Visit Summaries*

If you sign up for paperless After Visit Summaries* (AVS), you are opting to receive your AVS electronically. You will be notified of a new AVS after each visit based on your communication preferences. You might still receive a printed AVS from locations that do not support a paperless AVS.

☐ I want to go paperless

☐ I want a paper copy and a digital copy

Save changes

- Review the email address and mobile phone number listed. If updates are needed, select “Review contact information” to edit. Once your information is correct, select the “Billing” option in the right-hand column.

DEUS

MEUS

ST

OMNI

OSF

HEALTHCARE

Communication Preferences

Additional Information

General

Contact Information

Email
abc@123.com
Mobile phone
309.555.5555

Review contact information

Settings

Email

35 of 44 notifications turned on

Text message

34 of 45 notifications turned on

Push notification

32 of 37 notifications turned on

Phone

2 of 3 notifications turned on

Mail

5 of 7 notifications turned on

Update my preferences for communications I receive about others

To update how you receive communications about a specific person, switch to their record.

You are subscribed to receive text messages. Manage your subscription

Save changes

Details

Appointments

Email, Text message, Push notification, Phone, Mail

Messages

Email, Text message, Push notification, Mail

Health

Email, Text message, Push notification, Phone, Mail

Billing

Email, Text message, Push notification, Mail

Questionnaires

Email, Text message, Push notification

Account Management

Email, Text message, Push notification

Campaigns

Email, Text message

Telehealth

Email, Text message, Push notification

- Select the “Advanced settings” bar to view all options. Review each section carefully to determine whether you prefer to receive an email, text message, push notification or all of the above. To enable an option, select the toggle so it turns green. To disable an option, select the toggle so it turns gray. Be sure to select the “Save changes” button in the left-hand column once you have completed your selections.

Billing

Email, Text message, Push notification, Mail

New statements, billing letters, payment reminders, new insurance premium invoices, and expired payment methods

Email

2 of 3 notifications turned on

Text message

1 of 3 notifications turned on

Push notification

5 of 5 notifications turned on

Mail

1 of 1 notifications turned on

Advanced settings

Balance Updates

Push notification

Billing Letter

Indicate how to receive communications regarding new billing letters in MyChart.

Push notification

Estimate Ready

Email

Text message

Push notification

Financial Assistance Letter

Receive a notification when a new letter is sent for your financial assistance case.

Email

Text message

Push notification

Payment Processed

Email

Text message

Push notification

Mail

Settings

Email

34 of 44 notifications turned on

Text message

39 of 45 notifications turned on

Push notification

32 of 36 notifications turned on

Phone

2 of 2 notifications turned on

Mail

5 of 6 notifications turned on

Update my preferences for communications I receive about others

To update how you receive communications about a specific person, switch to their record.

Save changes