Tip Sheet

ECHECK-IN WORKFLOW

PATIENTS CAN CHECK IN ONLINE TO THEIR APPOINTMENTS 3 DAYS BEFORE THEIR SCHEDULED APPOINTMENT TIME

1. LOGIN TO THE MYCHART WEBSITE OR APP WITH YOUR MYCHART ACCOUNT
   • IN THE VISITS TAB, CLICK ON APPOINTMENTS AND VISITS.

2. IN THE APPOINTMENTS AND VISITS PAGE, YOU WILL SEE YOUR SCHEDULED APPOINTMENTS
   • SELECT THE GREEN ECHECK-IN ICON FOR YOUR UPCOMING VISIT.
3. **THE ECHECK-IN WILL GUIDE YOU THROUGH MULTIPLE SECTIONS THAT YOU MUST ANSWER**

4. **EACH SECTION WILL REQUIRE YOU TO VERIFY IF THE INFORMATION IS CORRECT**
   - **PERSONAL INFO**

Verify Your Personal Information

<table>
<thead>
<tr>
<th>Contact Information</th>
<th>Details About Me</th>
</tr>
</thead>
<tbody>
<tr>
<td>1979 MILKY WAY</td>
<td>Legal Sex</td>
</tr>
<tr>
<td>VERONA WI 53593</td>
<td>Female</td>
</tr>
<tr>
<td>Going somewhere for a while?</td>
<td>Sex Assigned at Birth</td>
</tr>
<tr>
<td>Add a Temporary Address</td>
<td>Not entered</td>
</tr>
<tr>
<td>608-271-9000 (preferred)</td>
<td>Mental Status</td>
</tr>
<tr>
<td>555-555-5555</td>
<td>Divorced</td>
</tr>
<tr>
<td>608-271-9595</td>
<td>Ethnicity</td>
</tr>
<tr>
<td><a href="mailto:tia.thao@mountsinai.org">tia.thao@mountsinai.org</a></td>
<td>Not Hispanic or Latino</td>
</tr>
<tr>
<td></td>
<td>Language</td>
</tr>
<tr>
<td></td>
<td>English</td>
</tr>
</tbody>
</table>

☐ This information is correct
5. EACH SECTION WILL REQUIRE YOU TO VERIFY IF THE INFORMATION IS CORRECT
   - INSURANCE
     ▪ YOU MAY CHOOSE RESPONSIBILITY FOR PAYMENT
     ▪ ADD A COVERAGE TO BE REVIEWED BY YOUR DOCTOR’S OFFICE

Responsibility for Payment

Would you like to use insurance to pay for this appointment? 

Use insurance  Do not bill insurance

Insurance on File

You have no insurance on file.

+ ADD A COVERAGE

Pending Review

MEDICARE NEW YORK STATE
MEDICARE PART B ONLY

Subscriber Name
Denver, Janet

Subscriber Number
123213123A

☐ This information is correct

BACK  NEXT  FINISH LATER
6. EACH SECTION WILL REQUIRE YOU TO VERIFY IF THE INFORMATION IS CORRECT

- **MEDICATIONS & ALLERGIES**
  - YOU MAY ADD OR REMOVE ANY MEDICATIONS LISTED
  - YOU MAY UPDATE YOUR PHARMACY
  - YOU MAY ADD OR REMOVE ANY KNOWN ALLERGIES LISTED
7. EACH SECTION WILL REQUIRE YOU TO VERIFY IF THE INFORMATION IS CORRECT
   • HEALTH ISSUES
     ▪ YOU MAY ADD ANY ISSUE YOU HAVE TO BE REVIEWED BY YOUR PHYSICIAN

   Please review your health issues and verify that the list is up to date.

   Cancer of lip
   Added 8/10/2018
   Learn more

   Health Issues You’ve Asked to be Added
   Asthma
   Learn more

   □ This information is correct
   BACK NEXT FINISH LATER

8. QUESTIONNAIRES
   • YOU WILL BE REQUIRED TO ANSWER & COMPLETE ANY QUESTIONNAIRES THAT THE DEPARTMENT/APPOINTMENT PROVIDES

   Medicare Secondary Payer Questionnaire
   For an upcoming appointment with Daniel Luger on 9/17/2019
   Indicates a required field.
   Medicare requires that we periodically ask the following questions.

   Are you receiving Black Lung (BL) benefits?
   Yes  No

   Are the services to be paid by a government research program?
   Yes  No

   Are you entitled to benefits through the Department of Veterans Affairs (DVA)?
   Yes  No

   Was the illness/injury due to a work-related accident/condition?
   Yes  No

   CONTINUE CANCEL
9. SIGN DOCUMENTS
• YOU WILL NEED TO REVIEW AND SIGN ALL NECESSARY DOCUMENTS REQUESTED
  ▪ TO SIGN, YOU NEED TO CLICK ON THE “CLICK TO SIGN” BOX & ENTER YOUR MYCHART PASSWORD

Please review and address the following documents. There may be additional documents to sign at the practice.

Provider Based Information
Not Signed Yet

Once this step is completed, documents will be submitted for clinic review.

Provider Based Information

Q: What should I ask my insurance carrier?
A: Ask whether the insurance company covers facility charges in an outpatient hospital clinic. If it does, ask what percentage of the charge is covered. Additionally, verify what your hospital outpatient insurance benefits are, as they typically are applied toward a hospital deductible and coinsurance payment.

Q: How does this affect a patient who has Medicare or Medicaid?
A: In a hospital based outpatient clinic, Medicare and Medicaid patients may receive two (2) separate bills for services provided in the clinic — one from the doctor and one from the hospital. Adult Medicaid patients will pay two copayments for the office visit: $3 for the physician service and $3 to the hospital. Depending on the clinical service being provided, additional out-of-pocket expenses for Medicare and Medicaid patients may be incurred in the “Provider-based” clinic.

Q: What if a Medicare or Medicaid patient has secondary insurance coverage?
A: Co-insurance and deductibles may be covered by a secondary insurance policy. Check with your benefits or insurance company for details related to your secondary coverage. For instance, you may ask whether the secondary insurance company cover facility charges or provider-based billing. If it does, ask what percentage of the charge is covered. Verify what your hospital outpatient insurance benefits are, as they typically are applied toward your deductible and coinsurance.

Q: Where can patients call with their financial questions or concerns?
A: The Hospital and the Faculty Practice have staff available to assist with questions. If you already have received services and have questions pertaining to your statement, please call the telephone number referenced on your bill.

Q: Why does the Medicare Secondary Payer (MSP) questionnaire need to be completed?
A: As a participating Medicare provider, we are required to screen Medicare patients according to the MSP rules. If it pertains, at each visit, you will be asked the MSP questions. These questions help us to confirm if Medicare or another payer should process the insurance claim as primary.

Click to Sign

The Office of Dr. AT Mount Sinai Heart 10 Union Square E.

To submit this document, please enter your MyChart password.

Password: 

CONTINUE REVIEW LATER CLEAR FORM CANCEL
10. AFTER SUBMITTING YOUR ECHECK-IN, A BARCODE WILL DISPLAY. THE PAGE CAN BE PRINTED OR ACCESSED THROUGH THE MYCHART MOBILE APP TO BE SCANNED INTO THE WELCOME KIOSK AT THE PRACTICE.