

STEP 1: Log-in to Sutter Health Plus My Health Online: <https://mho.sutterhealth.org/>.

Click **“Customer Service”** and select **“View/Pay/Print/Bill”** (green arrow).

Sutter Medical Foundation VER EN ESPAÑOL WELCOME, MHOCHIP ZZTEST LOG OUT

Sutter Health Chipster Mc...

Messages Health Record Appointments Billing Resources

NEED HELP? CHAT NOW

My Health Online > My Health Online

View/Pay/Print Bill
Pay as Guest
Provider Billing Questions
Hospital Billing Questions
Insurance Questions
Cost Estimator Tool
Insurance Summary

Quick Links
Schedule an appointment
Pay bills
Get text reminders
Renew a prescription
View test results
Check messages
Message care team

My Health Online

You are due for 16 preventive care services. Please schedule at your earliest convenience.

Read your letters. You have 9 new letters.

View the details of your recent visit from 10/17/2013.

To Do

Overdue health reminders
Annual Medicare Wellness Visit
Overdue > 5 years

REQUEST APPOINTMENT

February 2019
S M T W T F S

STEP 2: From the **“View/Pay/Print/Bill”** page.

Click **“See Account Detail”** (red arrow) for detailed information regarding the payment.

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Messages Health Record Appointments Billing Resources

NEED HELP? CHAT NOW

My Health Online > View/Pay/Print Bill

View/Pay/Print Bill

You are able to view and pay bills for Sutter Health Foundation clinician office visits or hospital visits. If you do not see a balance for your hospital visits below, payment for these types of services can be arranged directly through the billing system at those facilities. For more information, [visit our FAQ](#).

Account	Account Type	Last Payment	Amount Due
Account # 1234567 Dee Last Sutter Medical Foundation	Clinician Billing See Account Detail	\$20.00 (3/5/2018) See More Payments	\$0.00

You are currently receiving eBilling paperless statements.
If you would like to receive paper statements, you may [re-enable paper statements](#).

To view a copy of a previous billing statement, review your [list of statements](#). If a bill is not on this list or if you need additional information, please Contact Us.

BACK TO THE HOME PAGE

Pay as Guest allows spouses, family members, and other responsible individuals to make online payments on behalf of patients without having direct access to their account

PAY AS GUEST

Please note: There may be occasions in which a recent online payment is not reflected in your paper statement. This is due to the time needed to print and mail paper statements. If you receive a paper statement and would like to confirm that your payment was applied correctly, please contact **Customer Service**.

“List of Statements” directs members to services not listed under **“View/Pay/Print/Bill”** (blue arrow) by date of service.

STEP 3: From the “Account Details” page.

Scroll below the *Outstanding Balance* section to view the **Date, Description, Charges,** and **Credits** that satisfy Sterling’s substantiation requirement. Print this page or take a screenshot and submit to Sterling via email, fax, mobile app, or postal mail.

[*Outstanding Balance* snapshot]

The screenshot shows the 'Account Details' page. At the top, it says 'My Health Online > Account Details'. There is a printer icon and 'Guarantor Account #: 1234567' and 'Account Type: Clinician Billing'. Below this is a 'Balance Summary' section with a box for 'Outstanding Balance' showing '\$0.00'. Underneath is a 'Guarantor Demographics' section with fields for 'Account Number: 1234567', 'Last, Dee', 'Address', 'Home Phone', and 'Work Phone'. At the bottom is an 'Outstanding Balance' table.

0 - 30 days	31 - 60 days	61 - 90 days	91 - 120 days	Over 120 days	Total
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

[*Date, Description, Charges, and Credits* snapshot]

The screenshot shows the 'Account Details' page with a table of charges and credits. The patient is identified as 'Dee Last'. There are two visits: one with Modiste, Patti K, NP on Mar 3, 2018, and one with Heaton, Tyla Ann, NP on Mar 5, 2018. Each visit has three line items: 'OV EST PT LEV 3 - 99213 (CPT*)' with a charge of 129.00, '- UMR Payment/Adjustment' with a credit of -109.00, and '- PMT CO-PAYMENT PB' with a credit of -20.00. The total patient balance is \$0.00. Below the table, it says 'No payment is necessary. There is no balance on your account.' There are two buttons: 'VIEW RECENT PAYMENTS' and 'BACK TO THE BILLING ACCOUNT SUMMARY'.

Date	Description	Charges	Credits	Insurance Balance	Patient Balance
Visit with Modiste, Patti K, NP on Mar 3, 2018					
Mar 3, 2018	OV EST PT LEV 3 - 99213 (CPT*)	129.00		0.00	0.00
	- UMR Payment/Adjustment		-109.00		
Mar 3, 2018	- PMT CO-PAYMENT PB		-20.00		
Visit with Heaton, Tyla Ann, NP on Mar 5, 2018					
Mar 5, 2018	OV EST PT LEV 3 - 99213 (CPT*)	129.00		0.00	0.00
	- UMR Payment/Adjustment		-109.00		
Mar 5, 2018	- PMT CO-PAYMENT PB		-20.00		
					Total Patient Balance: \$0.00

STEP 4 (Optional): If a member is still unable to locate the required information, questions and requests can be sent directly to Sutter Health's Provider or Hospital Billing departments by clicking Customer Service and selecting Provider Billing Questions and/or Hospital Billing Questions (**blue arrow**).

The screenshot displays the Sutter Health My Health Online interface. At the top, the header includes the Sutter Medical Foundation logo, the user name "Chipster Mc...", and navigation links for "Messages", "Health Record", "Appointments", "Billing", and "Resources". A "NEED HELP? CHAT NOW" button is also present. Below the header, the "Billing" menu is expanded, showing options: "View/Pay/Print Bill", "Pay as Guest", "Provider Billing Questions", "Hospital Billing Questions", "Insurance Questions", "Cost Estimator Tool", and "Insurance Summary". A green arrow points to "View/Pay/Print Bill" and a blue arrow points to "Hospital Billing Questions". The main content area features a "My Health Online" section with three items: "You are due for 16 preventive care services. Please schedule at your earliest convenience.", "Read your letters. You have 9 new letters.", and "View the details of your recent visit from 10/17/2013.". Below this is a "To Do" section with "Overdue health reminders" and "Annual Medicare Wellness Visit" (marked as "Overdue > 5 years"). A "REQUEST APPOINTMENT" button is visible. At the bottom, there is a calendar for February 2019 and a "Quick Links" sidebar with options like "Schedule an appointment", "Pay bills", "Get text reminders", "Renew a prescription", "View test results", "Check messages", and "Message care team".