



Welcome to the NCC Client Portal!

The new NCC Client Portal comes with a series of exciting new updates to accessing and paying your balance!

The Billing tab within the Client Portal now allows you to look at a summary of your payments, pay a portion or all of your balance, and even save a credit card on file for future payments! We are excited and eager to provide this update in our system for easier access and understanding related to any charge for services here at NCC.

The screenshot shows the NCC Client Portal interface. At the top left, it says 'The Northwest Catholic Counseling Center Patient Portal'. At the top right, it says 'Welcome Testclient AaFakeperson Logout Mar 8 2024 - 16:42:53'. Below this is a navigation bar with icons for HOME, CLINICAL FORMS, VISITS, INBOX, BILLING (highlighted with a red circle), SIGNATURE ONLY FORMS, DOCUMENTS, and SETTINGS. The main content area is titled 'Billing' and shows a summary of the user's balance: 'Total Balance Due: 58.00 (Non-Billable Balance: 0.00) (Unapplied Amount: 2.00)'. Below this, it says 'You are currently not insured' and provides links for 'Print Receipts' and 'Pay Now'.

As we onboard all of our existing clients into the new Portal system, we will be asking you to update your documentation and paperwork. Clients on our sliding scale will have an additional 'Financial Assistance Eligibility' form to complete. Once your financial assistance eligibility has been determined, we will send you a Fee Agreement form with your updated session fee added for you to confirm and sign. We ask that you complete and return your form in the Client Portal by Monday, **Apr 22, 2024**.

Gratefully,

NCC Billing Team

Billing Client Portal Guide

Billing Home:

From here, you can see your balance due at a glance, any unapplied (credit) amounts on your account, and your current insurance on file.

The screenshot shows the 'Billing' section of the Patient Portal. At the top, there is a navigation bar with icons for HOME, CLINICAL FORMS, VISITS, INBOX, BILLING (highlighted), SIGNATURE ONLY FORMS, DOCUMENTS, and SETTINGS. Below the navigation bar, the 'Billing' section displays the following information:

- Total Balance Due: 58.00** (Non-Billable Balance: 0.00) (Unapplied Amount: 2.00)
- You are currently not insured**
- Links for [Print Receipts](#) and [Pay Now](#)

Payment Receipts:

When you select the “Billing” Tab, you can click on “Print Receipts” to see a list of your payments made with us. From here, you can also print a copy of your receipts for your records.

The screenshot shows the 'Payment Receipts' modal window. It contains a table with the following data:

ID	Date	Facility	Payment Method	Check/Ref Number	Payment	
561	2024-03-05	The Northwest Catholic Counseling Center	Credit Card	00000000129	1.00	Print
560	2024-03-05	The Northwest Catholic Counseling Center	Credit Card	00000000128	1.00	Print
Total Payment					2.00	

Pay Now:

When you click the “Pay Now” link, you will be taken to a summary page listing all service dates which have an outstanding balance. PLEASE DO NOT change the Facility option from the default “--Select Facility--”.

From there, you can choose which service you would like to pay for and how much by entering an amount into the box under “Payment Amount”. The Grand Total will tally your total payment amount. Click “Process Payment” to proceed.

The screenshot shows the 'Pay Now' interface in the Patient Portal. The 'Billing' section is active, and a dropdown menu is open for the 'Facility' field. The dropdown menu lists several options: Clinical Supervision, Donor, Professional Development, Psychoeducation, Psychoeducation-Marriage Prep, The Northwest Catholic Counseling Center, Therapy, Therapy - Family, Therapy - Holy Cross, Therapy - Levantar, Therapy - Mandarin, and Waitlist. The 'Total' field shows 0.00, and the 'Grand Total' field also shows 0.00. The 'Process Payment' button is visible at the bottom.

Date of Service	Payment Amount
03/25/2024	
03/04/2024	
03/01/2024	
01/19/2024	
Total	0.00

Pre Payment:

If you would like to make a payment before a session occurs, or make a payment unrelated to a specific service/session, you can use the “Pre Payment” link within the “Pay Now” function. Please enter a description, if applicable, and enter the amount you would like to pay. Click “Process Payment” to proceed.

The screenshot shows the 'Pre Payment' interface in the Patient Portal. The 'Billing' section is active, and the 'Pre Payment' radio button is selected under the 'Payment against:' field. The 'Amount' field is empty. The 'Process Payment' button is visible at the bottom.

Credit Card on File:

When you click on the button “Process Payment”, a window will appear at the top of the screen that asks if you would like to save your credit card information for future use. Click “OK” and you can select the card for future use on the portal, and we can run the card for you at the office whenever you approve. We highly recommend and encourage folks to save their card to remain current on their account!

If you choose not to save your credit card information, simply click “Cancel” and you will be able to submit your payment without saving your information.

The screenshot shows a web browser window displaying a patient portal. The main page is titled "Billing" and contains a payment modal window. The modal window has a title bar that says "dceast.drcloudemr.com says" and a question: "Do you wish to save the card details for future payments?". Below the question are "Cancel" and "OK" buttons. The modal content includes a "Payment Method" dropdown set to "Credit Card", a "Facility" dropdown set to "Therapy", and a "Description" text input field. Below this is a "Payment against:" section with radio buttons for "Payment for Services" (selected) and "Pre Payment". A table shows a payment record for 01/19/2024 with a total charge of 250.00 and a payment amount of 1.00. The grand total is 1.00. At the bottom of the modal, there is a checkbox for "Accept the Terms & Services" and "Process Payment" and "Cancel" buttons.

Date of Service	Total Charge	Patient Balance	Payment Amount
01/19/2024	250.00	250.00	1.00
Total			1.00

Grand Total: 1.00