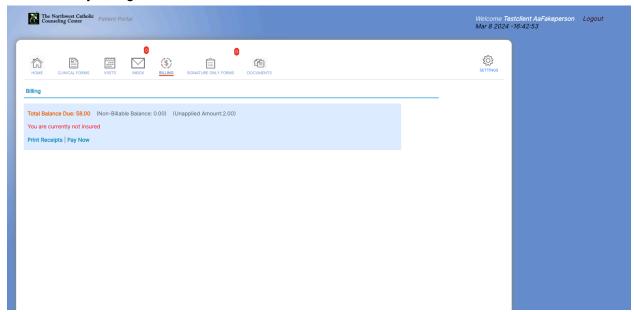


Welcome to the NCC Client Portal!

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.



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.

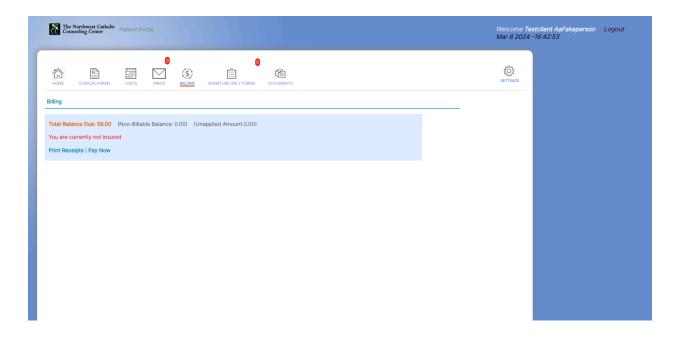
Gratefully,

NCC Billing Team

Billing Client Portal Guide

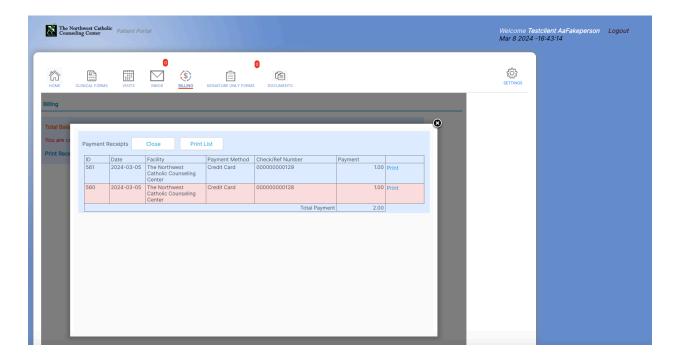
Billing Home:

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



Payment Receipts:

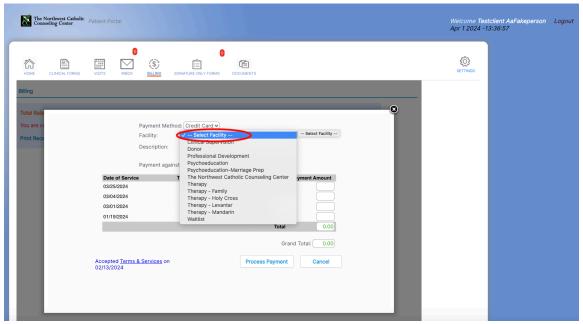
When you select the "Billing" Tab, you can click on "Print Receipts" to see a list of your payments made with us. From here, you can also print a copy of your receipts for your records.



Pay Now:

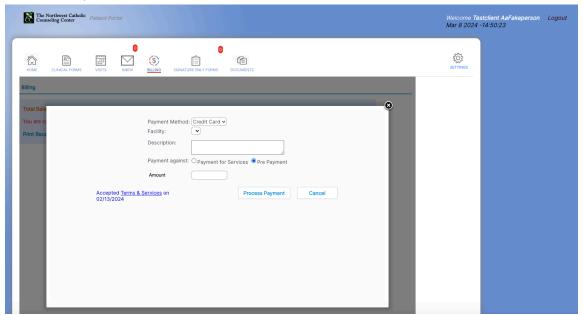
When you click the "Pay Now" link, you will be taken to a summary page listing all service dates which have an outstanding balance. PLEASE DO NOT change the Facility option from the default "--Select Facility—".

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.



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.



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.

