

myPatient Payment Management for eStatements

The following are instructions for a patient to sign up for the Inovalon myPatient Payment Management in order to retrieve their online statements from your organization.

Steps

1. The user clicks on the link in the email or text message they receive. The link redirects the user to the myPatient Payment Management screen.

myPatient Payment Management

One payment account.

Pay multiple healthcare providers.

myPatient Payment Management allows patients to securely store their payment account information and use it to pay multiple providers.

[Learn More](#)

SIGN IN

 Your email

 Password

Forgot your password? [Reset here](#)

SIGN IN

Don't have an account yet?

CREATE ACCOUNT

* These features are available if your healthcare provider chooses to participate. If you would like access to these features, please contact your healthcare provider today.

2. First Time User

If this is the first time the user has accessed this site, the user will click on “Create Account” and complete the form.

myPatient Payment Management

CREATE AN ACCOUNT

GENERAL

First Name*

Last Name*

Birth Date*

Email*

Verify Email*

Phone*

Enter password*

Confirm password*

ADDRESS

Address*

Address 2

City/Town*

Select State* ▼

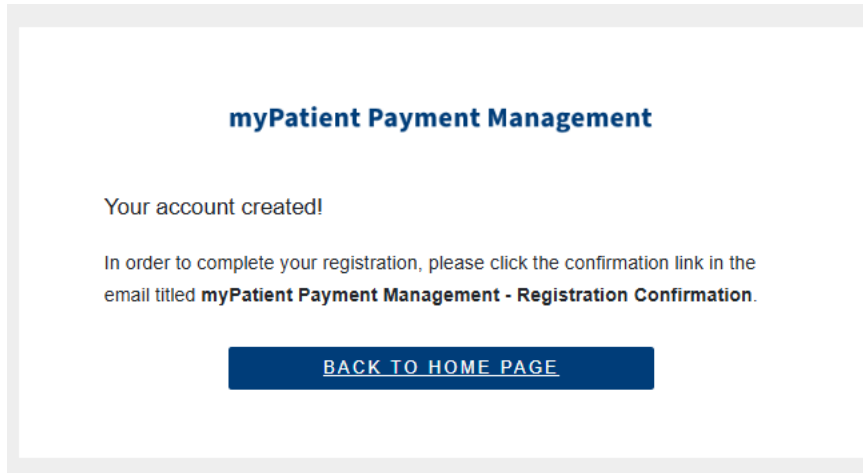
Zip Code*

* - required

CREATE

CANCEL

After the user submits the form, the user will receive the following confirmation screen and then an email confirmation that the account has been created, and the user must click on the link in the email to activate the account.



----- Forwarded message -----
From: <pr-noreply@inovalon.com>
Date: Mon, Jun 15, 2026, 11:01 AM
Subject: myPatient Payment Management - Registration Confirmation
To: [REDACTED]

myPatient Payment Management

Hello 

We have created your account at myPatient Payment Management.

[Click here](#) to activate your account.

If you have received this mail in error, it is likely that another user has entered your email address while trying to create an account for a different email address. If you do not click the verification link, the account will not be activated.

Kind Regards,
Inovalon



CONFIDENTIALITY NOTICE: This email and any attachments are confidential and may contain privileged information. If you are not the intended recipient or have otherwise received this email in error, please be advised that any review, dissemination, distribution, or copying of this or any copy (printouts), and promptly contact us by email (info@inovalon.com) or by telephone (800.390.3180).

3. Existing User

If the user already has a logon, the user will use the same credentials to log in, however, in order to review the statements from your organization, the user will have to add your facility as a Provider (step 6 below).

4. The following is what the user dashboard once the user is in the myPatient Payment Management portal.

myPatient Payment Management [Welcome.](#) 

 Health Providers  Payment Accounts ** Statements +0**  Payment History

Data reflects last known balance from your healthcare provider(s). Any payment activity or arrangements completed outside of this portal may not be reflected within this summary.

Please verify your provider has been added in the Health Providers tab.

Statements ?

04/15/2026 - 06/15/2026 ▼

No new statements found.

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5. **Add Provider**

Before the user can review the statements from your organization, the user must add your organization as a Provider. The user must click on the Health Providers tab and then click on the Add Provider button.

myPatient Payment Management [Welcome.](#) 

 **Health Providers**  Payment Accounts  Statements +0  Payment History

Health Providers

<u>PROVIDER NAME</u> ▲	<u>CITY</u>	<u>STATE</u>	<u>PATIENT ID</u>	<u>DELIVERY</u>
ADD PROVIDER				

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- The user will type in your organization's name in the Provider Name field and type in their patient ID/account # in the Customer ID field.

Add Provider

Search by Provider Name

Begin typing to search health providers.

Customer ID

ADD

- Click on the Add button.
- The user will be prompted to click on the Yes or No dial button to receive eStatements. To continue receiving eStatements, the user must select Yes and enter their email address.

**Would you like to receive
eStatements from this provider?**

☒ **Yes** ☐ **No**

*By selecting Yes, I agree to receive an electronic
copy of my statement only.*

Enter email

ADD

9. The user must click on the Add button. Your organization will be added to the user's dashboard.

myPatient Payment Management Welcome. [Profile Icon]


Health Providers


Payment Accounts


Statements +0


Payment History

PROVIDER NAME ▲	CITY	STATE	PATIENT ID	DELIVERY	
					  PAY NOW
					ADD PROVIDER

Indicates eStatements

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10. Add Payment Information

The user may also set up their banking information and pay their balance online as well. To set up their banking information, click on the Payment Accounts tab and click on Add Account.

myPatient Payment Management Welcome. [Profile Icon]


Health Providers


Payment Accounts


Statements +0


Payment History

Payment Accounts

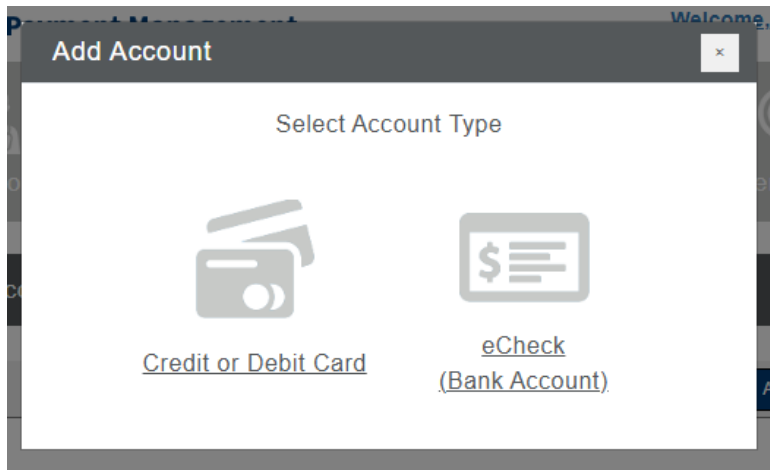
Payment Accounts not found.

[ADD ACCOUNT](#)

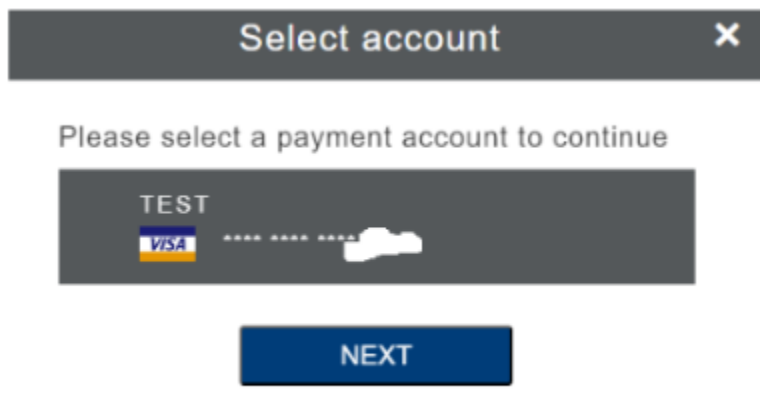
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11. The user will click on the credit card icon or the check icon to set up their method of payment.



11. To pay a statement for a provider, the user clicks on the PAY NOW button next to the provider under the Health Providers tab.
12. Select the payment account and click Next to continue.



13. This will re-direct the user to the actual payment page. The payment information should be pre-populated from the information entered and selected from myPatient Payment Management.
14. Review and confirm the form to ensure the data is correct, once confirmed, click on Process to submit the payment to the Provider.

15. **Review Statements**

To review the statements from your organization, click on the Statements tab and change the date range – if necessary.



Health Providers



Payment Accounts



Statements +0



Payment History

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Statements ?

04/15/2026 - 06/15/2026 ▼

No new statements found.



16. Tips for Making Payments

- Do not check boxes for multiple to pay multiple statements at once
- pay only the most recent statement listed, as this has the most up-to-date information
- if paying for multiple clients for same guarantor, please pay one at a time to ensure the proper amount is applied to each account