

# Help patients pay with CareCredit in MyChart



## Paying with CareCredit in AdventHealth's MyChart

*CareCredit cardholder or non-cardholder*

- From the **Main Menu** (available from any page), under the **"Billing"** section, select **"Financing with CareCredit."**
- From the **"Billing Summary"** page, click on the **"Pay Now or Apply"** button in the CareCredit banner.
- From the **"Billing Summary"** page, go to the sidebar and click on **"Pay Now or Apply"** in the CareCredit banner.

When patients click on the **"Pay Now or Apply"** button or on **"Financing with CareCredit"** from the Main Menu, they will be brought to a CareCredit landing page where they can apply or pay.

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## Pay As Guest Option

*Existing CareCredit cardholders can pay using this option without having to sign in to MyChart.*

- Click on the **"Make a One-time Payment"** button from the AdventHealth **"Pay Your Bill"** page under the **"Pay as Guest"** option.
- Enter CareCredit credit card information and choose an available financing option.

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## Other ways for patients to apply for CareCredit:



[carecredit.com/adventhealth](https://carecredit.com/adventhealth)



**(855) 844-0028\***

For additional CareCredit training or questions about the CareCredit program, please reach out to: [AdventHealthSupport@carecredit.com](mailto:AdventHealthSupport@carecredit.com).

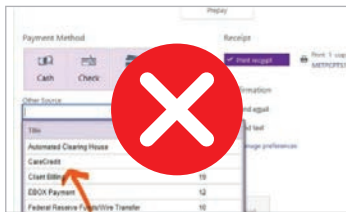
\*Must be 18 or older to apply, must be 21 or older to apply by phone.  
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# CareCredit For Epic Staff FAQs

## 1. Where is CareCredit located in my workflow?

CareCredit may be located under the **'More'** tab in Billing and Registration. Please click on More and look for the 'CareCredit' tabs. You should always collect CareCredit payments via the tab. This allows you to offer the promotional financing options as well as avoid unnecessary payment processing fees.

You should **NOT** access CareCredit via the Visa/Mastercard payment collection flow shown here:



## 2. Why are the Prepayment/Copayment amount due not present on some screens?

These will not be present for scheduled surgery accounts due to technical limitations. You can simply type in the appropriate payment amount you are collecting. The amount due is available on the screen where you launch CareCredit.

## 3. Can I collect a Prepayment without a registered visit/encounter?

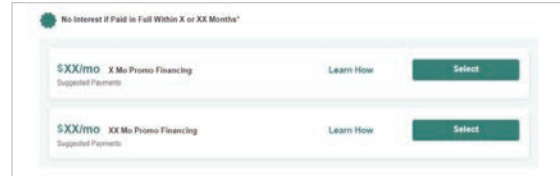
A patient **MUST** have an appointment/encounter to process a CareCredit payment within EPIC. You can use Provider Center to collect a non-visit/encounter payment if necessary. Please reach out to your organization's CareCredit SME/contact for questions.

## 4. Do I need a HAR to collect payment using CareCredit?

Yes, a HAR (Hospital Account Record) must be available prior to launching CareCredit. Please create the HAR from a scheduled appointment by selecting Check-In or Reg Appointment context.

## 5. Where can I find the monthly payment information for promotional financing options?

The monthly payment amount and promotional period are listed with each promotional financing offer. Click 'Learn How' to review this information for each promotional financing option.



Please share Promotional Financing Disclosures for Consumers (online or in-office brochure).

## 6. Do I need to reference our paper scripts for telephone payments?

Yes, this process is the same as Provider Center. An update will be coming in 2024 where the script language will be included on the screens.

## 7. Why didn't the receipt print after I selected Print Receipt?

Your local network printer must be configured in your system. Please reach out to your organization's IT support resource for assistance with printing issues. A receipt can be reprinted using Provider Center if necessary.

## 8. How do I enter the payment amounts for Prepayments/Estimates/Copayment with a finalized estimate?

The copayment is included in the final estimate total, so you should only enter the payment in the Estimate field. No amount should be entered in the copayment field when the estimate is finalized.

## 9. How can I find a CareCredit transaction in Epic that I've located in Provider Center and vice versa?

Provider Center retains the Reference number (Tx Ref #) from each Transaction in Epic, which is searchable by the Reference/Reconciliation field number in Provider Center. You can also use the Epic Account look up by 'Tx Ref #' (green highlight) to search for a Provider Center reference number.

