Follow these instructions to make a one-time payment by credit/debit card or check for all or part of your University Hospitals bill through MyUHCare, your secure, online personal health record (PHR). This method can be used for bills received from UH’s Cleveland Medical Center, Ahuja Medical Center, Bedford, Richmond, Geauga, Geneva and Conneaut. UH Physician Services have begun to transition and patients can use this functionality for Emergency Department, Pathology and Radiology bills today. All are expected to transition by 2018.

Select the Amount You Wish to Pay

1. Navigate to the **Account Overview** screen of MyUHCare PHR.
   a. Log in to the MyUHCare PHR at [https://uhhospitals.followmyhealth.com](https://uhhospitals.followmyhealth.com).
   b. Navigate to the **App Center** located in the bottom left corner.
   c. Click the right arrow until you see the **Pay My Bill** app.
   d. Select **Click Here to Pay your Bill**.
   e. A Warning box appears alerting you that you are being directed to another website. Select **Yes** to continue.

   **Note**: Detailed instructions are available at [http://www.uhhospitals.org/myuhcare/online-bill-pay](http://www.uhhospitals.org/myuhcare/online-bill-pay).

   The **Account Overview** screen appears, which lists all of your outstanding Physician and Hospital statements.
2. Select the Pay check box next to the statement to pay.

   **Note:** You can select one or more individual statements for this one-time payment or click the red **Select All** button to select all statements.

   The **Account Overview** screen appears, showing the selected statement’s individual line items and details.
3. From the **Line Item Detail** section of the Account Overview screen, select the **Pay** check box next to the amount(s) you wish to pay.

   **Note:** You can select multiple line items to pay or click the red **Select All** button to select all line items. You can also manually type in a specified Pay Amount.

---

### Paying by Debit or Credit Card

Follow the steps below to pay by debit or credit card. If you are paying by check, skip to Paying by Check in the next section.
1. From the Account Overview screen, click the Pay Now credit card icon. The Make a Payment screen appears.

![Make a Payment screenshot]

2. Enter your payment information in the following required fields.
   - **Addressee Name** – enter your name
   - **Card Type** – select your credit or debit card type
   - **Name on Card** – enter the name exactly as listed on the card
   - **Card Number** – enter your card number
   - **Expiration Date Month and Year** – enter the expiration date month and year
   - **Verification Code** – enter the verification code
   - **State and Zip code**

3. Optionally, click the Read Payment Terms link to open and review the payment terms.

4. Select the I accept payment terms check box.

5. Click the Process Payment button.
Paying by Check

Follow the steps below to pay by check. If you have paid by credit or debit card using the steps above, skip to the next section.

1. From the Account Overview screen, click the Pay Now check icon.

   The Make a Payment screen appears.
2. Enter your payment information in the following required fields.

- **Addressee Name** – enter your name
- **Routing Number** – enter the routing number listed on the check
- **Account Number** – enter the account number listed on the check
- **Name on Account** – enter the name exactly as listed on the check
- **State and Zip code**

3. Optionally, click the **Read Payment Terms** link to open and review the payment terms.

4. Select the **I accept payment terms** check box.

5. Click the **Process Payment** button.
Payment Processing

After you have made a payment by credit/debit card or check, the Payment Processing Results screen appears.

1. Click the **Print Receipt** link.

The PDF receipt appears in a separate window.
Note: The Account Overview screen reflects the payment(s) in the Payment History section.

Contact for Additional Assistance
If you need assistance or have questions regarding your bill, please contact Customer Service at 1-888-670-9775, Monday – Friday, 8 a.m. – 8 p.m.

If you have system or technical questions on how to use or navigate MyUHCare, email support@followmyhealth.com.