

Patient Portal Help Guide

Logging into the portal for the first time

- You will receive an invitation to the email address you provided. The email will have "BZA Behavioral Health welcomes you to the Patient Portal" as the subject line. The actual email will come from "InSync Administrator" so please check your SPAM.
- Click on "[Click here to activate your login](#)" the link will direct you to the portal login page.
***Note the invitation expires in 72 hours, if you login after the time has passed please call the front office at 847.221.5622 or send an email to info@bzabehavioral.com so that we can resend the invite.
- Enter your date of birth and the phone number you provided when scheduling your appointment.
- Once you enter the information, InSync will send you another email that will have a 6- digit code. This code must be entered in the field within 5 minutes.
***If you do not receive the code, please refresh your email by logging in and out or check the spam or junk folder.

Welcome to your
Patient Portal

Proceed to Login

The 6-digit OTP is sent to your registered email address to verify your identity. Please enter OTP in below text box and click the Verify OTP button.

4 min and 23 sec

Verify OTP

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- Once the code has been entered please review Terms and Conditions
Note: You will have to scroll all the way to the bottom in order to click on “I Agree”

- Change your password

Reset Password

Password

Confirm Password

Submit

Password must have,

- At least 8 characters
- At least 1 upper case character
- At least 1 number
- At least 1 special character

- Once you have changed your password you will be able to login to the portal.

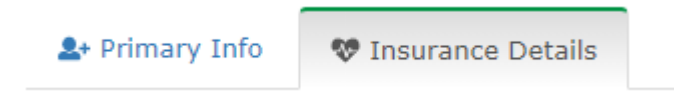
If you have any questions or come across any issues please contact 847.221.5622.

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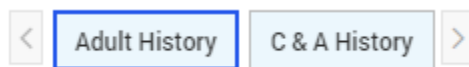
For New Clients

- The front office will send over the new client forms that must be signed and submitted at least 24 hours before the appointment. You should receive an email with “*New Forms Available on your Portal*” as the subject. You will also need to complete your portal by adding additional information.
- Log into the portal to view the forms
 - ↪ Once logged in, you will see the forms under **Forms / Documents**
 - Please review, sign and submit the *Electronic Communication and Technology Consent*
 - Please review, sign and submit the *Consent, Authorization and Policies*
 - Please review the *HIPAA NOTICE OF PRIVACY PRACTICES AND CLIENT*
 - The *Authorization To Release Information* form can be filled out for any person you wish for your therapist to communicate with, this can be a parent for clients 12 years or older, a primary care provider, psychiatrist, ect.

- Under **My Profile**
 - ↪ Verify and add demographic information as well as your contact details
 - ↪ Add a credit card to your account under **Manage Consent**, please review the consent details
 - ↪ On the second tab, verify your insurance information



- Under **History**
 - ↪ Complete the entire form and submit. Please note there are two forms available “Adult history” and “C & A history” (complete the child and adolescent form for your child under 18)



- Lastly you must submit a picture of the front and back of your insurance card and ID to the front office by sending a message through the portal or an email to info@bzabehavioral.com.
- To send the pictures through the portal, please follow these steps
 - ↪ Go to My Messages tab
 - ↪ Select the Front Office Group as the recipient
 - ↪ Attach the pictures

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→ Check the consent box and send

Inbox (3) | **Compose** | **Sent Messages**

To: **Front office Group** | Date: 03/25/2021 | Priority: **Normal** | Urgent

Subject: Insurance & ID card photos

Attachment(s): **Choose Files** No file chosen | Include my signature in attachment | **Capture Signature**

Details:

By checking here I agree and understand that the information contained in this reply may NOT be read, reviewed, or seen for an unspecified period of time from the date that it is sent. Further, there is no guarantee that a Provider will receive this message. If your medical situation requires immediate attention **Please go to your nearest emergency room, hospital or call 911.**

Send | Cancel

→ If your appointment is in person you can provide the cards in the beginning of the appointment.

If you have any questions please do not hesitate to contact our office at 847.221.5622 ext. 0 or email at info@bzabehavioral.com

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Portal Basics

- **Dashboard** where you can see your upcoming appointments, messages sent from your therapist or the front office, and financial information.
- **My Profile** where you can update your demographic information, contact details, credit card information, and insurance.
- **Forms / Documents** where you can see the history of the forms you have submitted or any forms that must be filled out
- **Treatment Plan** where you can view the plan for treatment as developed by your provider (please note that it may take multiple sessions to develop a plan for treatment.)
- **Assessment Tools** where you can view assessments sent to you by your provider to fill out to track symptoms, progress, and other evaluation data
- **History** where you must fill out either the adult or child & adolescent form. You can also add additional information to be reviewed by your therapist.
- **Billing**
 - ↪ Under *My Statement* you can see your current balance
 - ↪ Under *Ledger* you can see the detailed claim information
 - ↪ Under *Online Payment Log* you can view transactions details
 - ↪ Under *Payment Receipt* you can view and print receipts