



Nov. 2, 2020

Hello MARI Community Member,

We hope this letter finds you managing as well as is possible in this tumultuous year.

This letter has two main goals: To remind you that all billing statements are now sent through our electronic billing system, including co-pays that used to be paid in-person; and to alert you to a new insurance option available at our Institute.

Online Billing

As a reminder, we stopped printing and sending statements through the mail in April, and transitioned to email alerts asking you to check your MARI patient portal for a statement, including your co-pays. The transition allowed us to keep our staff safe, be more environmentally conscious, reduce costs, and embrace digital technology to enhance customer service. We do not plan to return to the practice of sending statements through the mail. However, we are including your October statement in this mailing to help the transition to our electronic system.

New Insurance

We are also pleased to announce that the University Center for Child and Family (UCCF) and the University Psychological Clinic are enrolled with Michigan Care, the new health plan available to eligible U-M faculty, staff, and retirees. If you've changed your health care, please contact the MARI Call Center at **(734) 615-7853** to ensure we have the most up-to-date information for you.

Related Resources

- **Online Patient Portal** - The portal is a secure website to access records, important documents, check balances, and send messages directly to clinicians. MARI electronic records are separate from the U-M Medicine electronic records. So, you will have to set up a MARI patient portal account (even if you already have a Michigan Medicine account). *See enclosed for detailed instructions on the portal.*
- **Payment Plan Options** - Economic uncertainty is one of the most stressful things a person can experience. We understand. If you are interested in setting up a payment plan or exploring payment options, please contact the MARI Call Center at (734) 615-7853 to connect with a billing specialist to discuss payment options, including arranging payment plans. Also, in case you were not aware, MARI has made it easier to pay balances by accepting credit card payments online.

Though many things in the world have changed, our focus and mission of providing compassionate, science-based, and individualized care for our clients has not; if anything, it has intensified. Behavioral health services remain vital to our collective and individual well being.

Thank you and be well,

Bruno Giordani

Bruno Giordani, Ph.D.
Senior Director, Mary A. Rackham Institute (MARI)

Enclosed: Your October 2020 statement; Overview on creating a patient portal account and paying online.

MARI Client Tools and Resources

Setting Up Your MARI Patient Portal Access

Access the secure MARI Patient Portal for your statements and more. Find it at portal.clinictracker.com or through the link on mari.umich.edu. If you have not set up your access yet, follow these steps:

5 Steps to Access

1. Provide email address to your clinician or during intake.
2. Once we have your email, the ClinicTracker Patient Portal will send you an email from noreply@clinictracker.com with a link to begin. Follow the link.
3. The link will allow you to set up your patient portal account and will redirect you to the log-in page.
4. If you do not receive an email message from the portal, check your spam folder and add "ClinicTracker Patient Portal" as a trusted contact so you will receive messages in the future.
5. If you cannot access the portal or are having difficulties, contact the MARI Call Center during business hours for help at **(734) 615-7853**.

PLEASE NOTE: You cannot make a payment through our portal, but can follow the steps listed below to make a credit card payment online. Also, the MARI records system is separate from the U-M Medicine records system. That means you will need to set up a portal account with MARI even if you have a Michigan Medicine account.



The portal allows you to:

- send and receive messages to and from your clinician.
- check your schedule for upcoming appointments.
- view charges on your account and patient statements.



Pay Securely Online with a Credit Card

We are now able to accept client payments online through the U-M shared services secure payment link. You can also find the link through the MARI Patient Portal.

What You Need to Make a Payment

- Find "Pay My Bill" at the top of any MARI webpage or go to: <https://mari.umich.edu/online-payment>.
- You will need the following to make an online payment:
 - The invoice code: your MARI chart number. You can find it next to your name when you log into the MARI Patient Portal. You will enter your chart number followed by 'MARI' in the Invoice Code slot. *For example, Invoice Code: 123456MARI*
 - Your credit card number and the expiration date.
 - The full name of cardholder as it appears on the card, email address, and phone number.
- Please note: We are unable to accept credit card payments over the phone at this time. If you would like to pay by check, please do so by following the directions on your latest billing statement.

For full guides and in-depth resources, visit: mari.umich.edu/client-resources



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