

Client Portal - Use Guide

Everything you need to know about using your Grow Therapy client portal.

Updated over a week ago

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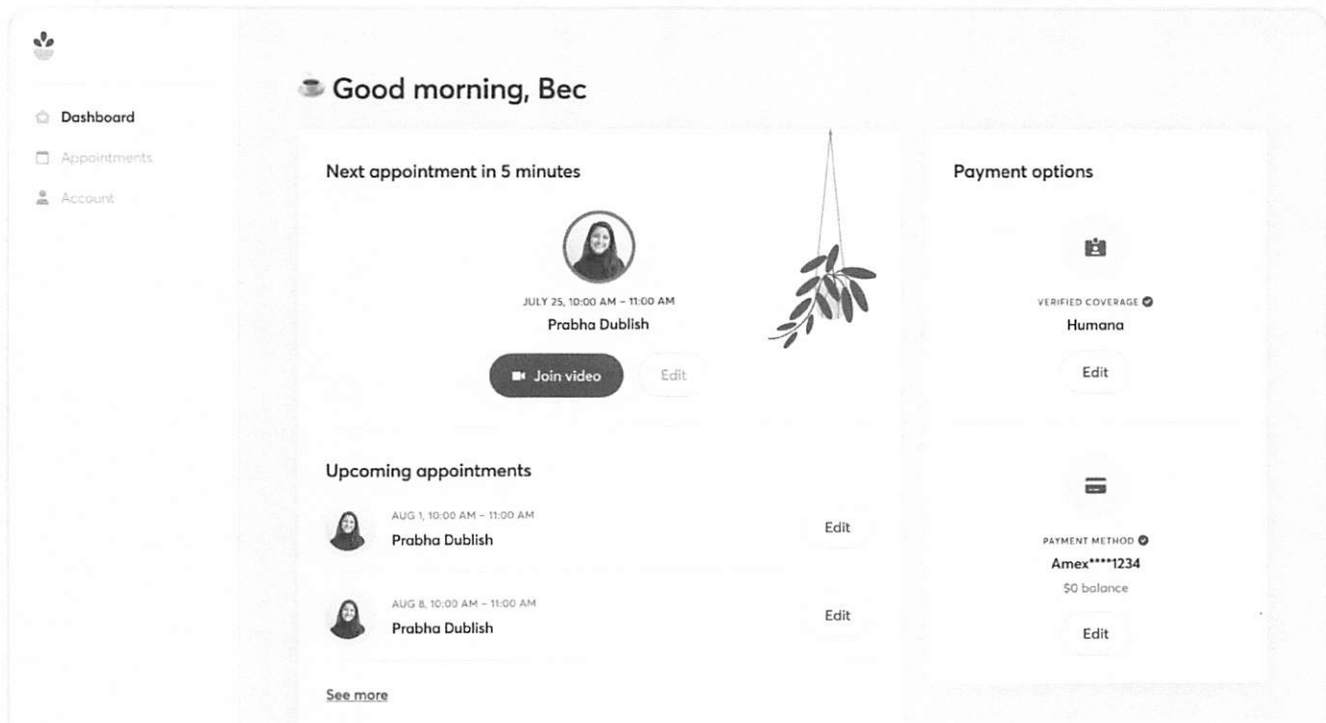
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1. Activating & Accessing Your Client Portal:

- A complete guide can be found here: **Client Portal Activation Guide**
- In addition to the Client Portal links included in your appointment email confirmations, your portal can be accessed via this login link: **growththerapy.com/client-login**

2. Portal Dashboard Overview:

Once logged in, you'll reach your client portal dashboard. This overview offers easy access to your upcoming appointment schedule, insurance coverage and payment forms.



Portal Dashboard - Managing Upcoming Appointments & Associated Info:

The dashboard highlights your upcoming appointments with the next appointment's overview featured on top.

Next Appointment details include:

- Date and time & countdown guidance
- Your provider's basic profile info
- A "Join video" link button for accessing your appointment's video session (*For virtual/telehealth sessions*)
- An "Edit" link button for rescheduling or cancelling (*All edits must be made 24 hours in advance of the appointment start time*).

Your current insurance coverage and payment form are featured alongside your appointment summary for convenient confirmation and editing (*If your payment form is not visible on the dashboard, please follow these directions to add it in the "Billing information" section*).

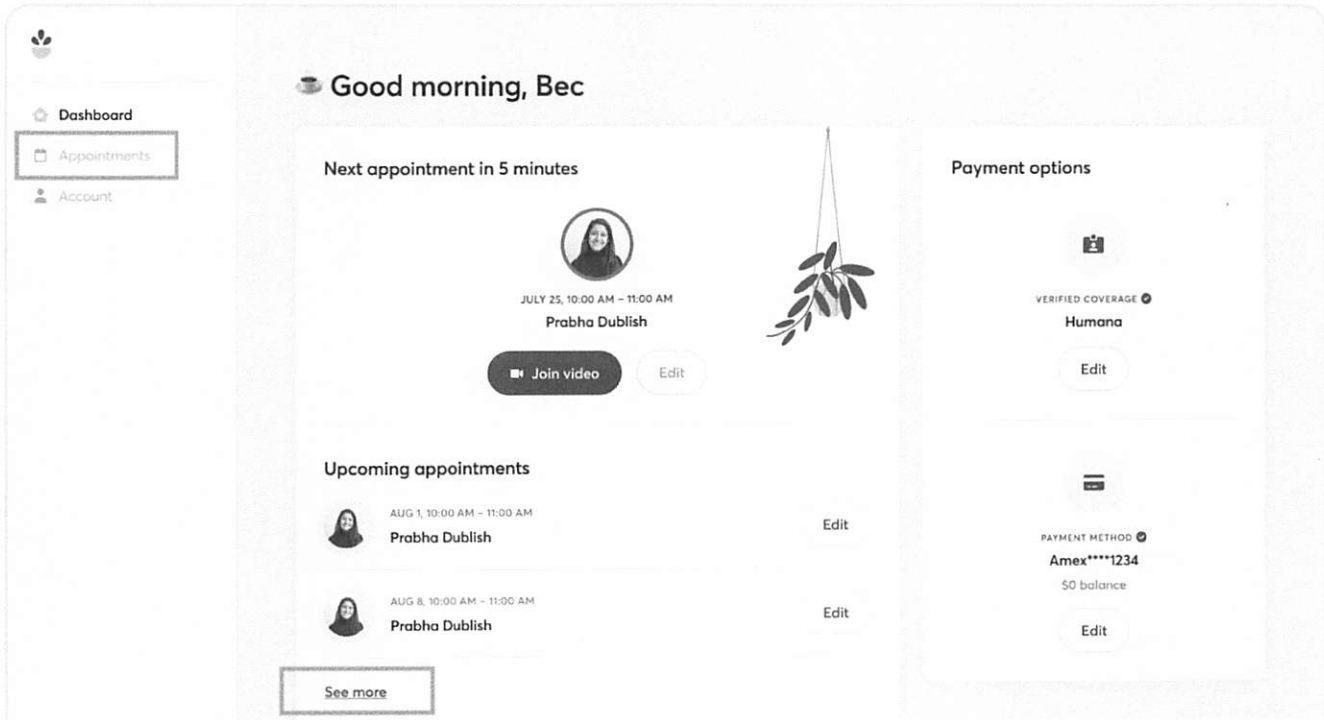
3. Appointments Section:

The "Appointments" section hosts your complete appointment history, including "Upcoming" and "Past" appointments. **This section can be accessed from the dashboard in two ways:**

1. **Navigation Bar:** Clicking the "Appointments" tab in the vertical navigation bar in the top left-hand corner (*A drop down menu in the top left-hand corner replaces the navigation*

bar when viewing on smaller screens and mobile devices)

2. Clicking "See More" at the bottom of the dashboard's "Upcoming Appointments" overview.



Upcoming Appointments:

The Appointment section's "Upcoming" tab features all future appointments.






Dashboard

Appointments

Account

Appointments

Upcoming 3 July 19

APPOINTMENT	PATIENT RESPONSIBILITY ⓘ	INSURANCE	ACTIONS
 AUG 1, 10:00 AM - 11:00 AM Prabha Duplish	Copay	Humana	Edit
 AUG 8, 10:00 AM - 11:00 AM Prabha Duplish	Copay	Humana	Edit
 AUG 15, 10:00 AM - 11:00 AM Prabha Duplish	Copay	Humana	Edit

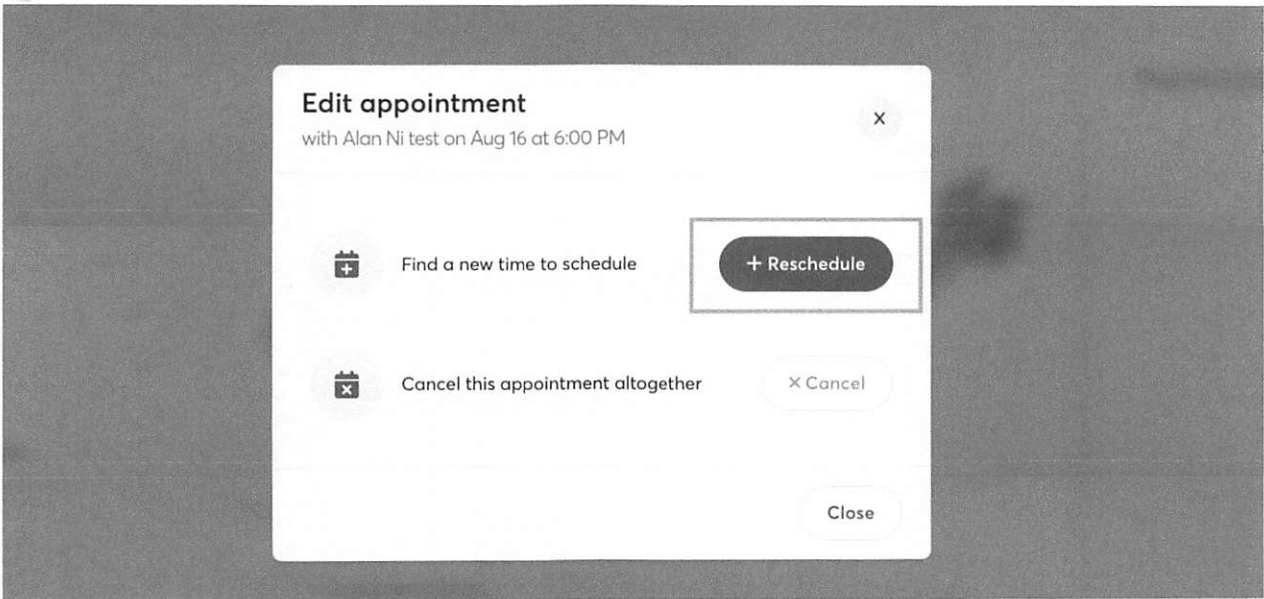
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Each appointment overview features:

- Date & Time
- Provider Info
- Patient Responsibility (*Your appointment cost guidance*)
- Insurance being applied/used
- "Edit" button link for rescheduling or cancelling the appointment (*Editing is only possible for appointments that are more than 24 hours away*).

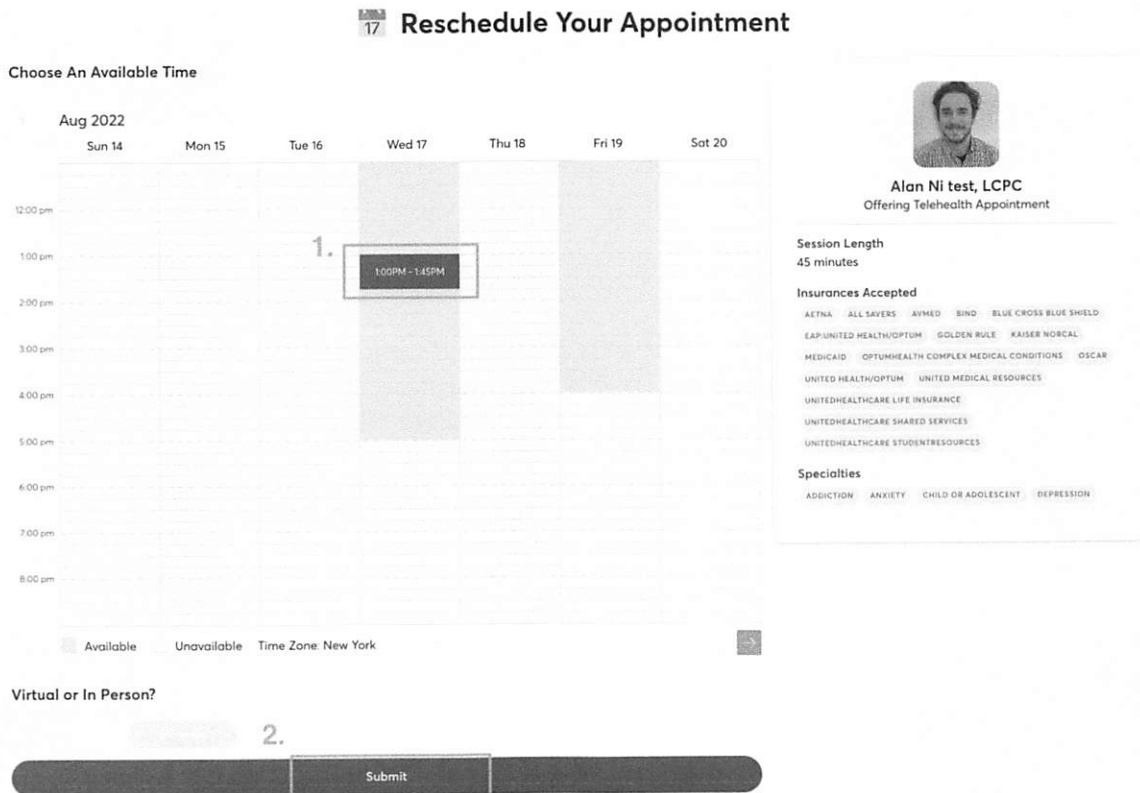
Rescheduling An Upcoming Appointment:

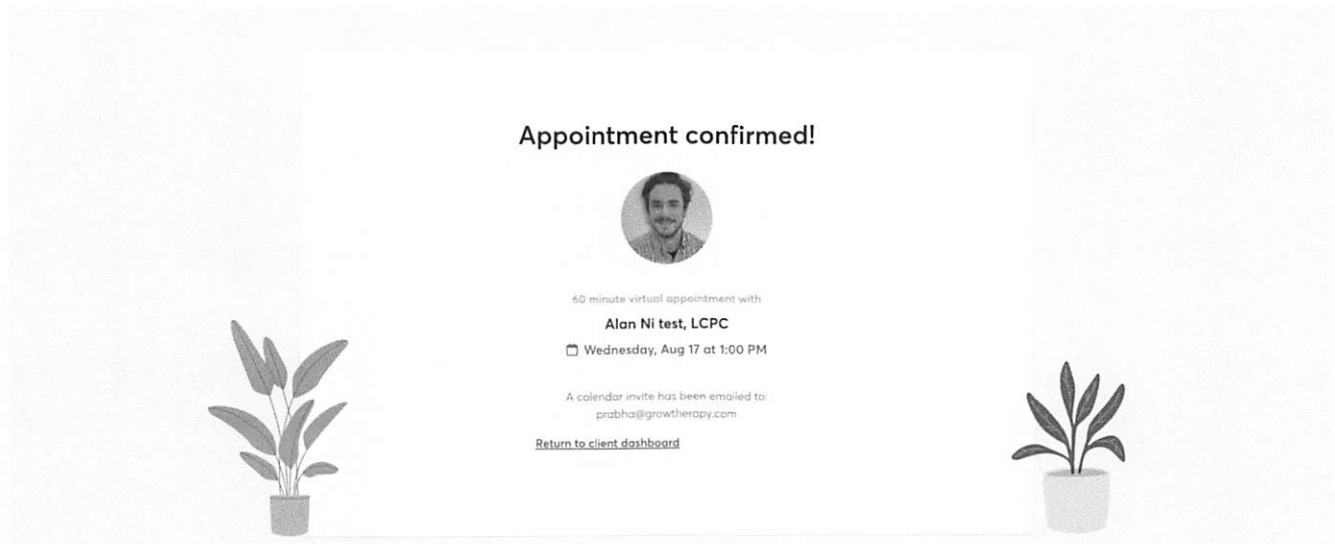
- Click an upcoming appointment's "Edit" button to open the reschedule and cancellation selection pop-up window.



- Click the green "+ Reschedule" button to open your rescheduling calendar in a new web browser window. **To Complete Rescheduling:**

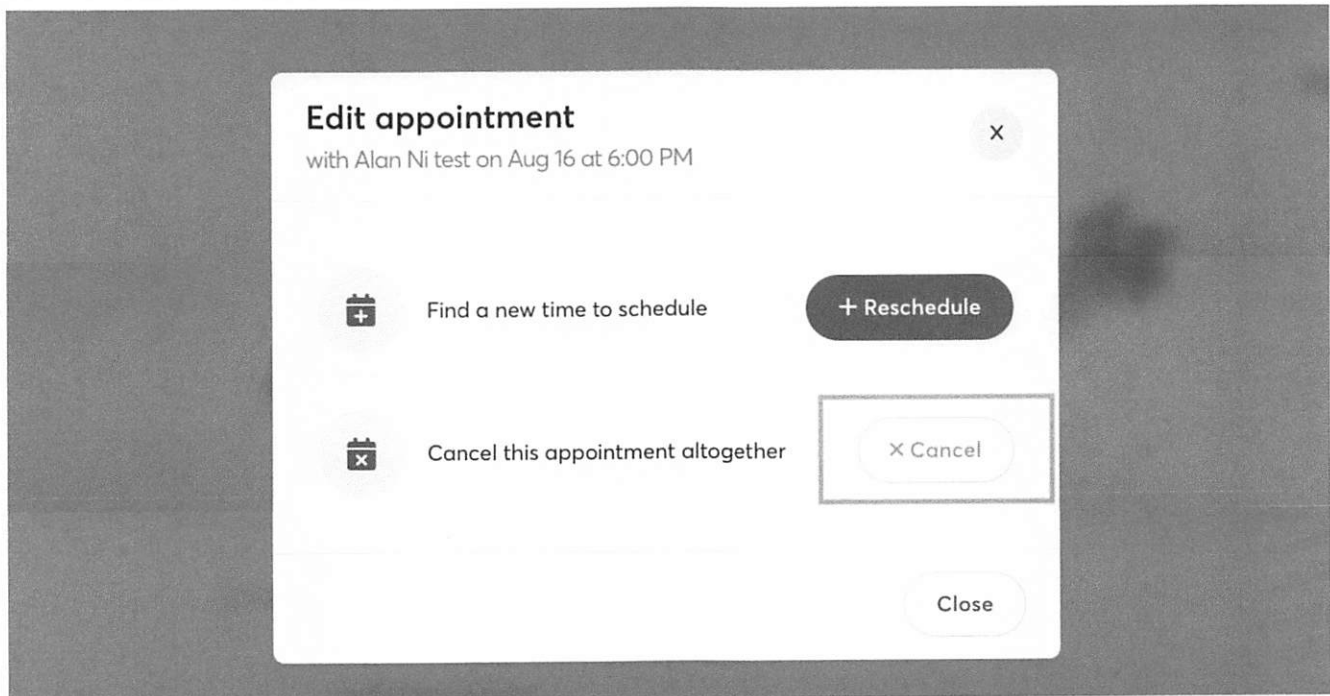
1. Select a new appointment by clicking the desired time block on the calendar.
2. Click the "Submit" button below the calendar
3. An appointment confirmation change notification appears once processing has successfully completed.





Cancelling An Upcoming Appointment:

- Click an upcoming appointment's **"Edit"** button to open the reschedule and cancellation selection pop-up window.



- Clicking the **"x Cancel"** button opens an appointment cancellation confirmation request in a new browser window (*The cancellation process can be stopped by closing this browser window and returning back to previous "Edit appointment" pop-up*).



Are you sure you want to cancel your appointment?



- Clicking the red "Yes, Cancel" button submits the cancellation, followed by a cancellation confirmation message.



Your appointment was cancelled.

[Want to book a followup appointment?](#)

Past Appointments:

The "Past" tab features your complete appointment history. Each appointment record includes:

- Date & Time
- Payment invoice status ("Paid" or "Pending")
- Your cost responsibility ("Patient Responsibility")
- Date Paid (As applicable)
- Insurance applied (As applicable)



Home

Appointments

Account

Appointments

Upcoming 10

Past 10

PROVIDER	APPOINTMENT	PATIENT RESPONSIBILITY	DATE PAID	INSURANCE
Prabha Duplish	JUL 18 APPOINTMENT Pending Invoice	-	-	Humana
Prabha Duplish	JUL 11 APPOINTMENT Paid • Invoice #506	\$45.55	Jul 12, 2022	Humana
Prabha Duplish	JUL 2 APPOINTMENT Paid • Invoice #505	\$45.55	Jul 5, 2022	Humana
Prabha Duplish	JUN 24 APPOINTMENT Paid • Invoice #504	\$45.55	Jun 26, 2022	Humana
Prabha Duplish	JUN 18 APPOINTMENT Paid • Invoice #503	\$45.55	Jun 20, 2022	Humana
Prabha Duplish	JUN 11 APPOINTMENT Paid • Invoice #502	\$45.55	Jun 13, 2022	Humana

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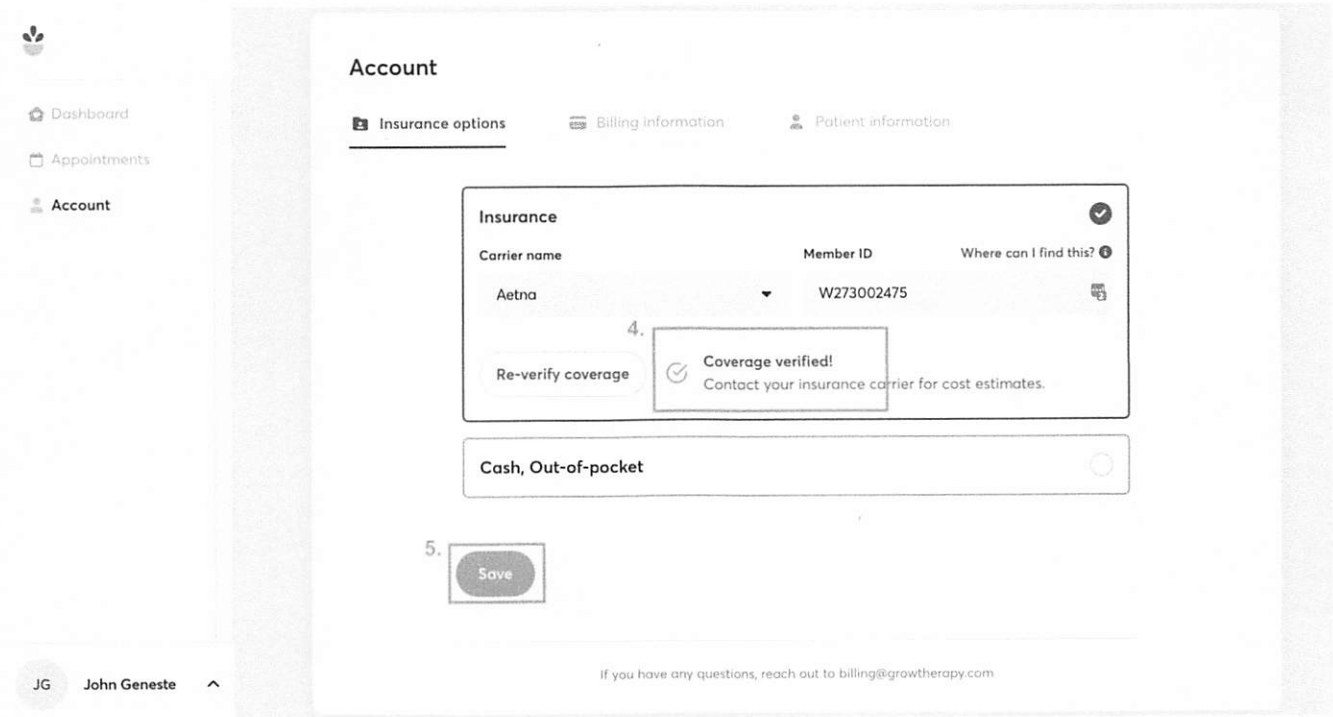
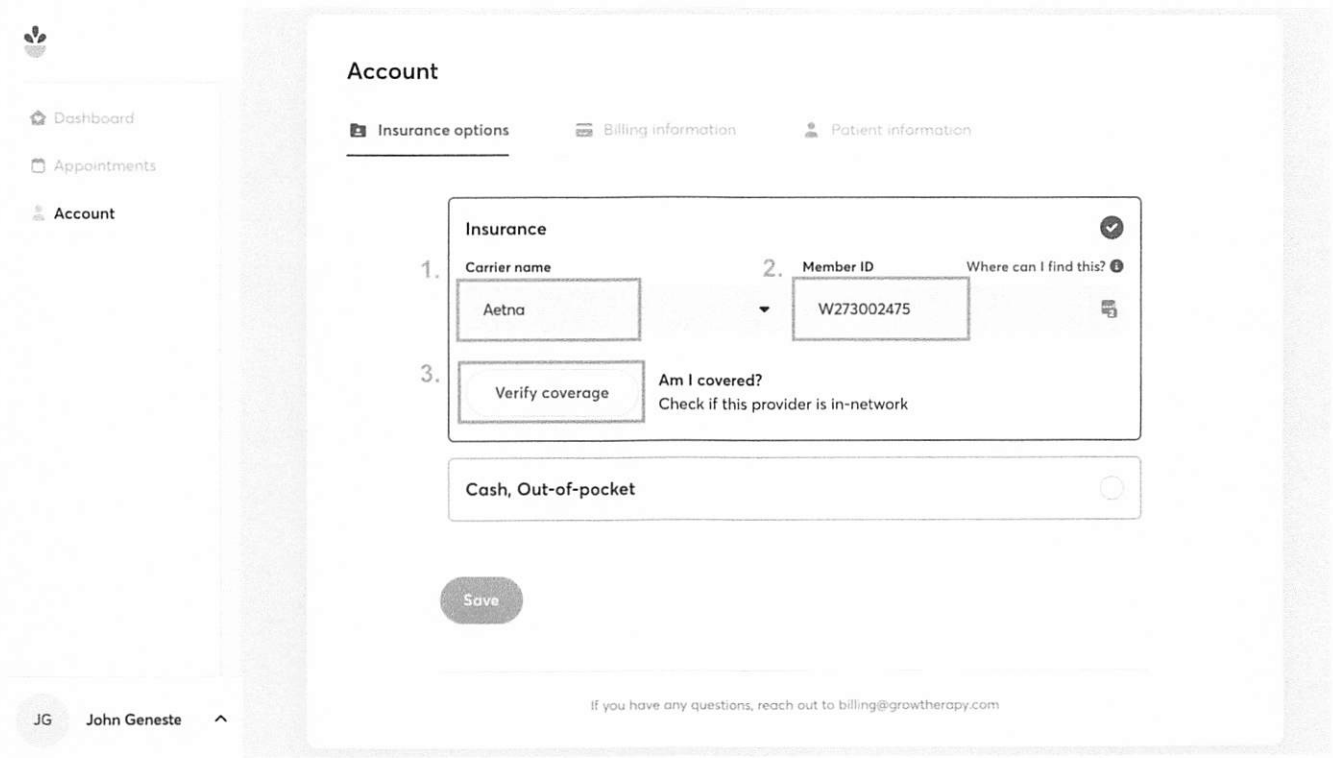
4. Account Section:

Clicking "Account" in the portal's top left-hand corner brings you to the section for managing your insurance, billing and patient information. (You can also reach the "Insurance options" and "Billing information" sections by from the Portal Dashboard by clicking the "Edit" buttons below your Insurance and Payment info.)

Insurance options:

This section allows you to confirm, edit and verify your insurance coverage eligibility. **To edit your insurance plan details:**

1. Select the appropriate Insurance Carrier name from the drop down.
2. Enter your Insurance Member ID (from your insurance ID card or account)
3. Click the "Verify coverage" button to confirm that your Provider is in-network with this new insurance coverage.
4. A "Coverage verified!" message appears once the verification process is successfully completed (If an error message appears, please email billing@growththerapy.com for additional assistance with verifying and updating your information).
5. Press the green "Save" button to confirm the updated information.



Billing information:

This section allows for securely updating and adding payment form information.

Updating Your Payment Form:

1. Click the "Update card" button to open the "Update card" pop-up window to enter your new payment information.
2. **Update Card Pop-Up Window:** Once the new information has been entered, click the green "Save" button. The window will return to the "Billing information" section with the new payment information featured.
3. **Billing Address:** If the billing address is different for your new payment form, please update this information accordingly and click the "Save" button below the address input fields.

Account

Insurance options | **Billing information** | Patient information

Credit, Debit, or HSA Card

MasterCard****6785 Exp 9/2025 Update card

Billing address

15760 Federal Avenue #245

Address 2 (optional)

Address 2 (optional)

City State Zip

Los Angeles California 90065

Save

If you have any questions, reach out to billing@growtherapy.com

Update card X

Credit, Debit, or HSA Card

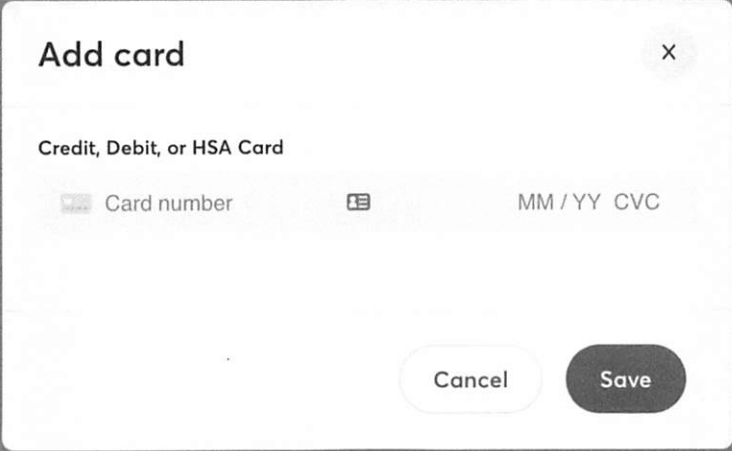
Card number MM / YY CVC

Cancel Save

Adding Your Payment Form: There are two ways to add a payment form if one isn't featured in your portal.

1. **From the "Account" Section:** The "Billing information" tab located in your portal's "Account" section features a green "Add a card" link under the "Credit, Debit or HSA Card" messaging.
 - a. Click the "Add a card" link to open the "Add card" pop-up window for entering your payment information.
 - b. Once all the information has been entered, click the green "Save" button. The window will return to the "Billing information" section with the new payment information being reflected.
 - c. **Billing Address:** Please add the address associated with your payment form and then click the green "Save" button below the address input fields.

The screenshot shows the 'Account' page with the 'Billing information' tab selected. A red box highlights the '+ Add a card' link under the 'Credit, Debit, or HSA Card' heading. Below this, there are input fields for 'Billing address', 'Address 2 (optional)', 'City', 'State' (with a dropdown menu showing 'New York'), and 'Zip'. A green 'Save' button is located at the bottom of the form. At the bottom of the page, there is a footer that reads 'If you have any questions, reach out to billing@growtherapy.com'.



Add card X

Credit, Debit, or HSA Card

Card number MM / YY CVC

Cancel Save

2. From the Portal Dashboard: In the "Payment Options" section, Clicking "Edit" button under "Payment Method" brings you to the Billing Information" section where your payment form can be added.

Patient Information:

With the "Patient information" used to verify your insurance coverage and serve as essential contact information, Grow Therapy's Support Team must currently assist with updates. This can be done by emailing support@growththerapy.com.

"Patient information" includes your name, date of birth, gender selection and email address. Your phone number can be updated directly in the portal.



Home

About Us

Account

Account

Insurance

Billing information

Patient information

This information is used to verify insurance coverage. Contact support@growtherapy.com to edit.

First name

Phyllis

Last name

Lynn

Date of birth

06/25/1986

Gender

Female

Email

lynn.lynn@growtherapy.com

Phone number

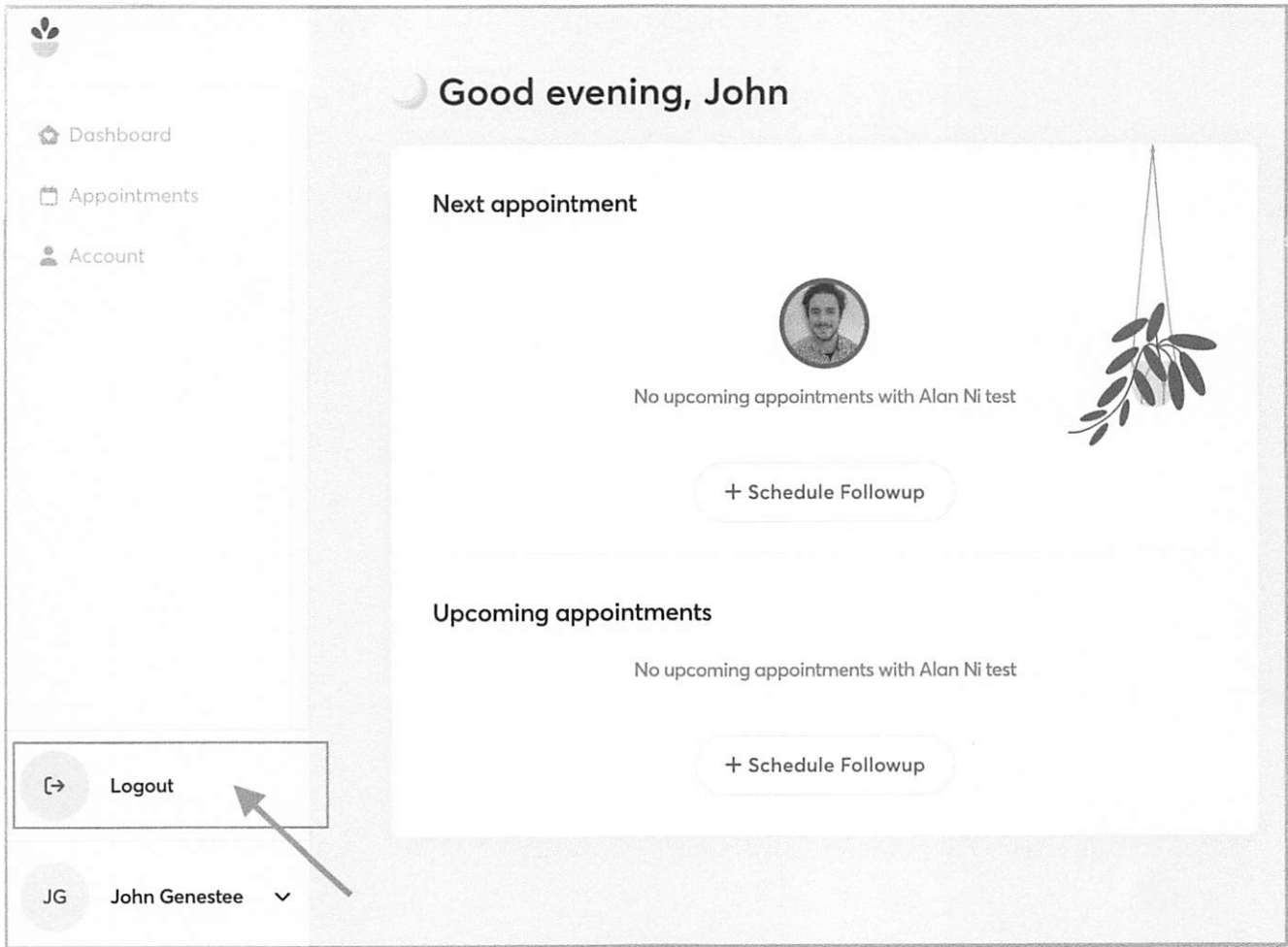
331-642-4533



5. Logging Out of Your Portal:

Safely logging out of your portal is accomplished by:

1. Clicking on your name in the portal's bottom left-hand corner
2. Then clicking the "Logout" button that appears above your name.



6. For additional assistance, please email support@growththerapy.com

Related Articles

- Add clients to your account >
- Create a provider portal >
- Overview of the provider portal >
- Manage your client referrals >
- Accept Kaiser NorCal referrals >

Did this answer your question?

