



Leading a better patient financial experience

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Navigating the Client Portal 2.0

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Logging In:

To log in to account, navigate to <https://mnethealth.com/> and click on “Client Login”.



GROW YOUR PRACTICE BY HELPING PATIENTS PAY



Patient Financial Advocates

Give your patients a helpful



PaySuite

A web and mobile platform custom branded for providers to



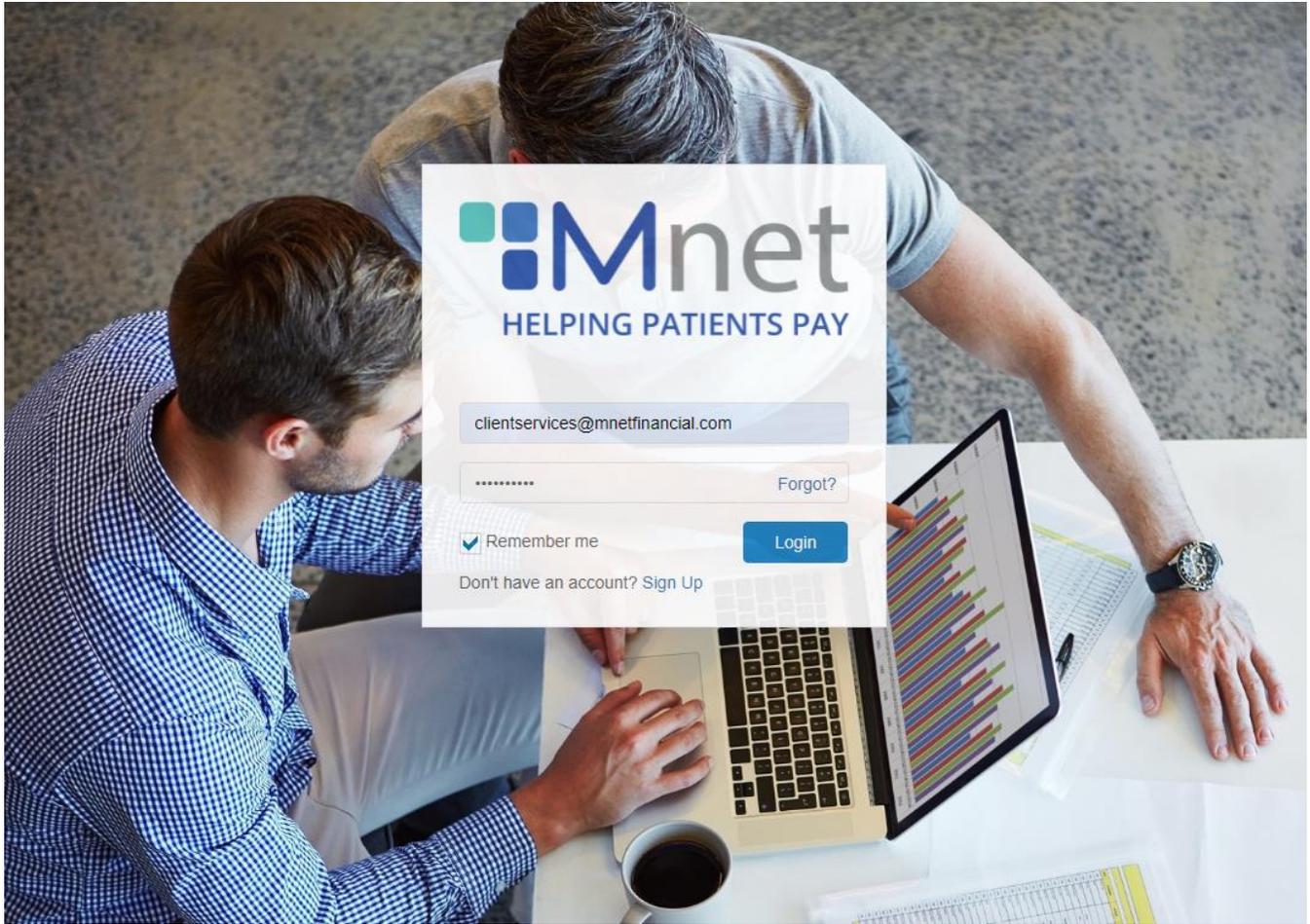
Hello, are you a provider and have a question? Text us here.

Patient Billing Solutions

Increase your patient payment collections while helping your

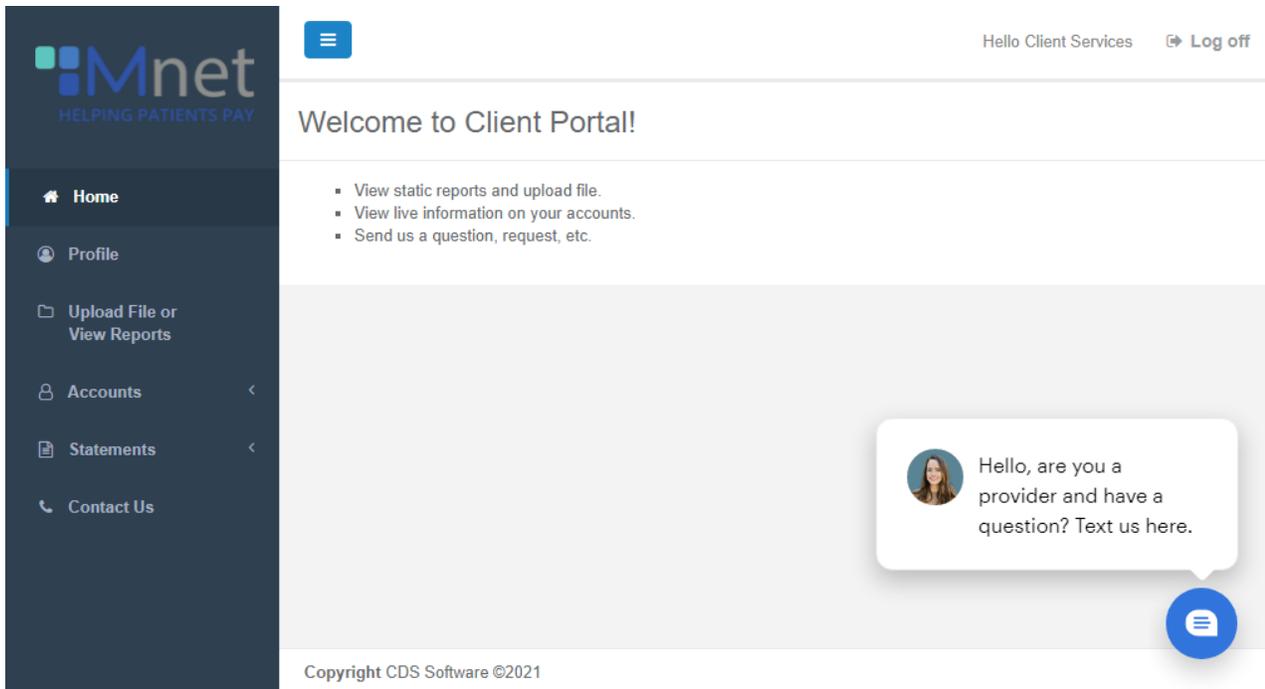


If you had an account in the legacy Mnet Provider Portal you will need to follow the instructions in Web Portal 2.0 Account Migration to complete your account setup. Otherwise, enter your login information here:



Home Page:

This is the Provider Portal Homepage. You may navigate the portal using the tabs in the side bar.



You may also chat with us using the secure Podium Chat feature in the lower right hand side.

“Profile” tab:

This tab shows you your information and allows you to update your email address, name, contact number, and company name:

Mnet
HELPING PATIENTS PAY

Home

Profile

Upload File or View Reports

Accounts <

Statements <

Contact Us

Profile

Email: clientservices@mnetfinancial.com

First Name: Client

Last Name: Services

Mobile Number: Mobile Number

Company Name: Company Name

Save Change Password Cancel

Hello, are you a provider and have a question? Text us here.

Copyright CDS Software ©2021

Hello Client Services Log off

You can also change your password by clicking on “Change Password.”

“Upload File or View Reports” tab:

This tab has two functions:

1. To upload a batch file for Collections, Payment Monitoring, or Early Out.
2. To view relevant management reports (if any) being delivered to the Provider Portal.

Mnet
HELPING PATIENTS PAY

Home
Profile
Upload File or View Reports
Accounts
Statements
Contact Us

Client List

Show 10 entries Search:

Client Id	Name
TEST01	TEST HOSPITAL AT TEST LOCATION

Showing 1 to 1 of 1 entries Previous 1 Next

Hello, are you a provider and have a question? Text us here.

First, to send a file to Mnet, choose the client code that you are uploading the file to and drag and drop the file into the “Drop files to upload” section.

File Upload

Back to Client List

Upload

→ **Drop files** to upload
(or click)

Directory	File Name	Uploaded Date	Action
/TEST01/STATEMENTS	STATEMENTS-150508-140056.RTF	05/08/2015	
/TEST01/STATEMENTS	STATEMENTS-170421-145932.RTF	04/26/2017	
/TEST01/STATEMENTS	STATEMENTS-170624-164707.RTF	06/29/2017	
/TEST01/STATEMENTS	STATEMENTS-170721-162032.RTF	07/27/2017	

Alternatively, click on the section and manually select the file from your desktop.

Next, to view your reports (when applicable), click on Management Reports and select the relevant report name. You will be able to download the report by clicking on the blue download button.

TEST01

- Archive
- Management Reports**
- Call Back Log
- KPI
- NeedToProcess
- STATEMENTS

“Accounts – View Accounts” tab:

You can search for an account by **name** (last name, first) or **client reference id #** (client account number). If applicable, chose the client code that the patient was sent under (collections, payment monitoring or early out).

The screenshot shows the Mnet Client List interface. The top navigation bar includes the Mnet logo, a hamburger menu, and the text "Hello Client Services" with a "Log off" link. The main heading is "Client List". Below this, there is a "Show 10 entries" dropdown and a search box. The table displays one entry:

Client Id	Name	Total Count	Total Amount
TEST01	TEST HOSPITAL AT TEST LOCATION	79	\$95,257.59

Below the table, it says "Showing 1 to 1 of 1 entries" and includes "Previous", "1", and "Next" navigation buttons.

The screenshot shows the Mnet Accounts interface. The top navigation bar includes the Mnet logo, a hamburger menu, and the text "Hello Client Services" with a "Log off" link. The main heading is "Accounts". Below this, there is an "Export" button and an "Advanced Search" button. The table displays a list of accounts:

Email	Account Number	Client Code	Client Ref No	Name	Tax Id	Status Code	Status Description	Status Class	Assigned Date	Closed Date	Last Charged Date	Last Pay Date	First Delinq Date
	0000000004	TEST01	1234	TESTER,TEST		ACT	ACTIVE ACCOUNT	1	3/21/2007		2/2/2007		
	0000000006	TEST01	1236	BEARD,FACE	123-45-6789	BKK	BANKRUPTCY REPORTED BY BANKO	5	3/21/2007	1/31/2019	1/1/2006		
	0000000017	TEST01	9898	MNET TEST ACCOUNT		PTP	PROMISED TO PAY	1	1/1/2019		12/1/2005		
	0000000099	TEST01	1234	HAMI		XCR	CLS/CLIENT REQUEST	5	6/9/2010	11/9/2012			
	0000000102	TEST01	123	TEST		PIF	PAID IN FULL	3	11/9/2012	3/2/2015			
	0000000105	TEST01	12345	TESTY,TEST		XCR	CLS/CLIENT REQUEST	5	10/13/2016	1/22/2020	10/13/2016		
	0000000116	TEST01	12345	TESTY,TEST		XCR	CLS/CLIENT REQUEST	5	10/13/2016	10/13/2016	10/13/2016		
	0000354610	TEST01	7878	DOE,JOHN	*****6789	XAE	CLS/ASSIGNED IN ERROR	5	2/15/2007	5/3/2019	6/10/2006		

- **To run a report by date range**, click “Advanced Search,” enter start and end dates under “date assigned”, check the “ignore paging box”, and hit submit. Then, click on the “Export” button. This will transfer accounts into an excel spreadsheet that you can sort as you see fit.

Account Number	<input type="text"/>	Client Reference Number	<input type="text"/>
Account Name	<input type="text"/>	Status Code	<input type="text"/>
Status Class	<input type="text"/>	Assigned Amount	\$ <input type="text"/> to <input type="text"/>
Assigned Date	<input type="text"/>	Last Charged Date	<input type="text"/>
Last Worked Date	<input type="text"/>	Last Transaction Date	<input type="text"/>

- **To view an account or make an action**, locate the patient and click anywhere on the patient. You can view action, addresses, trust information, and transfer this information to an excel spreadsheet.

Account Detail			
Account	Client Reference Number	Status	Total
0000000017 - MNET TEST ACCOUNT	9898	PROMISED TO PAY	\$1,487.99
Overview			
Account Demographic	Account Dates		Account Details
Name	Assigned Date	01/01/2019	Assigned Amount \$1,500.00
Address	Last Charged Date	12/01/2005	Principal Amount \$1,487.99
City	Last Trans Date	08/31/2020	Interest Amount \$0.00
State	Last Worked Date	06/07/2021	Court Amount \$0.00
ZIP Code	Next Review Date	07/08/2021	Attorney Amount \$0.00
Phone 1 888.816.5944	Closed Date		Other Amount \$0.00
Phone 2 949.680.3338	Last Pay Date		Misc Amount \$0.00
	First Delinq Date		Misc 2 Amount \$0.00
			Judg Int Amount \$0.00
			Total Collected Amount \$12.01

- **Email Mnet regarding an account:** While in a patient’s account, you can click on the “Email” icon and this will populate the forms. Enter your email address and select the appropriate subject:

Contact Us





[« Back to List](#)

- Report an adjustment (indicate whether we are increasing the balance or decreasing)
- Report a bankruptcy (need case # and Chapter filed)
- Update account address information
- Recall/close account (give a brief explanation as to why the account is being closed)
- Hold/pause collection activity (our standard is 60 days so if you need a short or longer hold, please indicate)
- Add account note (this form is used to relay information to the Mnet collector)
- Miscellaneous note (can be used for anything outside of the above options)

➤ **Post a payment** by clicking on the card in the upper right hand corner and completing the subsequent form (please indicate amount paid and new balance if applicable)

☰
Hello Client Services [Log off](#)

Post Payment
« Back to List

Account Detail

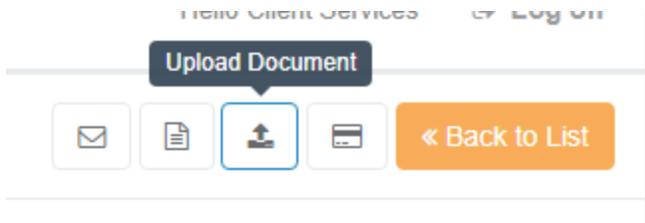
Account	Client Reference Number	Status	Total
000000017 - MNET TEST ACCOUNT	9898	PROMISED TO PAY	\$1,487.99

Overview ^ x

Account Demographic		Account Dates		Account Details	
Name		Assigned Date	01/01/2019	Assigned Amount	\$1,500.00
Address		Last Charged Date	12/01/2005	Principal Amount	\$1,487.99
City		Last Trans Date	08/31/2020	Interest Amount	\$0.00
State		Last Worked Date	06/07/2021	Court Amount	\$0.00
ZIP Code		Next Review Date	07/08/2021	Attorney Amount	\$0.00
Phone 1	888.816.5944	Closed Date		Other Amount	\$0.00
Phone 2	949.680.3338	Last Pay Date		Misc Amount	\$0.00
		First Delinq Date		Misc 2 Amount	\$0.00
				Judg Int Amount	\$0.00
				Total Collected Amount	\$12.01

☰

➤ **Upload a Document.** You can attach documents directly to accounts by clicking on the Upload button:



“Accounts - Add Accounts” tab:

This tab is used to add an individual account to First Party Patient Billing, Collections, Payment Monitoring, or Early Out. Select the client code that the patient is being turned over for, enter the demographics (including last charge date and the balance being turned over), and any pertinent notes.

Add Accounts (Accounts won't get sent until you click 'Submit' button.) [Add New Account](#) [Submit](#)

Show entries Search:

Client	Client Reference Number	Name	Principal Amount	Last Charged Date	Action
No data available in table					

Showing 0 to 0 of 0 entries [Previous](#) [Next](#)

New Account



Account Detail (Fields labeled with an asterisk are required.)

Choose Client *	<input type="text" value="TEST01 - TEST HOSPITAL AT TEST LOCATION"/>
Client Ref No	<input type="text"/>
Date of Service *	<input type="text" value="📅"/>
First Delinq Date	<input type="text" value="📅"/>
Last Pay Date	<input type="text" value="📅"/>
Assign Amount	<input type="text" value="\$"/>
Interest Rate	<input type="text" value="%"/>
Interest Amount	<input type="text" value="\$"/>



Once you have completed all the required fields, click submit and the account is automatically downloaded into our database and a representative will begin working on it.

“Statements” tab:

This tab keeps an archive of outstanding A/R balances owed and a copy of all invoices mailed. Invoices are sent to clients by mail around the 18th of every month.

“Contact Us” tab:

This is a generic form that may be used to provide feedback to Mnet regarding the client portal or it may be used as a generic contact us form for any reason outside of the forms listed above in the “Accounts- View Accounts” section.