

Update Insurance Information

Boston Children's and Franciscan Children's Portal Users



Easily update, remove and add photos of your insurance information on the MyChildren's patient portal to help simplify the eCheck-in process for your next visit.

1. Log in to MyChildren's

- Open the MyChart app or log in to your MyChildren's account.
- Check that you are viewing the correct patient's account in the top right corner.

MyChart app icon



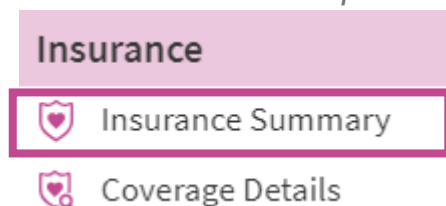
2. Select the menu

- Located in the top left corner on the computer and MyChart app.

3. Select Insurance Summary

- Located under **Insurance** or you can search **Insurance Summary** in the menu search.

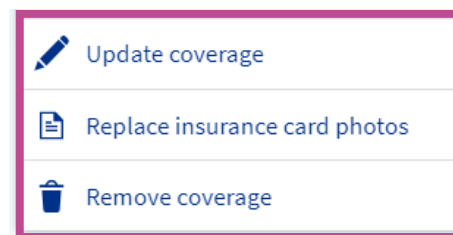
Step Three



4. Update your Insurance on file

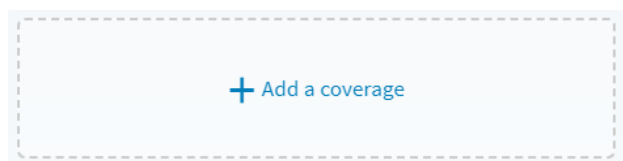
- **Update coverage:** Select Update coverage and then enter what you need to update in the comments box. Then select **Submit**.
- **Replace insurance card photos:** Select replace insurance card photos then upload photos of the insurance card. Then select **Submit**.
- **Remove insurance coverage:** Select remove coverage then select **Remove**.

Step Four



5. Optional: Add a Coverage

- Select **Add a Coverage** from the Insurance Summary page.
- Upload front and back photos of the insurance card and select **Next**.
- Using the dropdown list, select your insurance carrier, and enter your member number.
- If the patient is not the policy holder, enter the **Subscriber Information**.
- Once finished select **Submit**.



Subscriber Information

* Subscriber First Name

* Subscriber Last Name

Subscriber Date of Birth
MM/DD/YYYY

Subscriber Number

Questions? Contact the Digital Health Support Team at 617-919-4396. Available Monday to Friday from 7 a.m. to 7 p.m. and Saturday from 8 a.m. to 4 p.m.
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