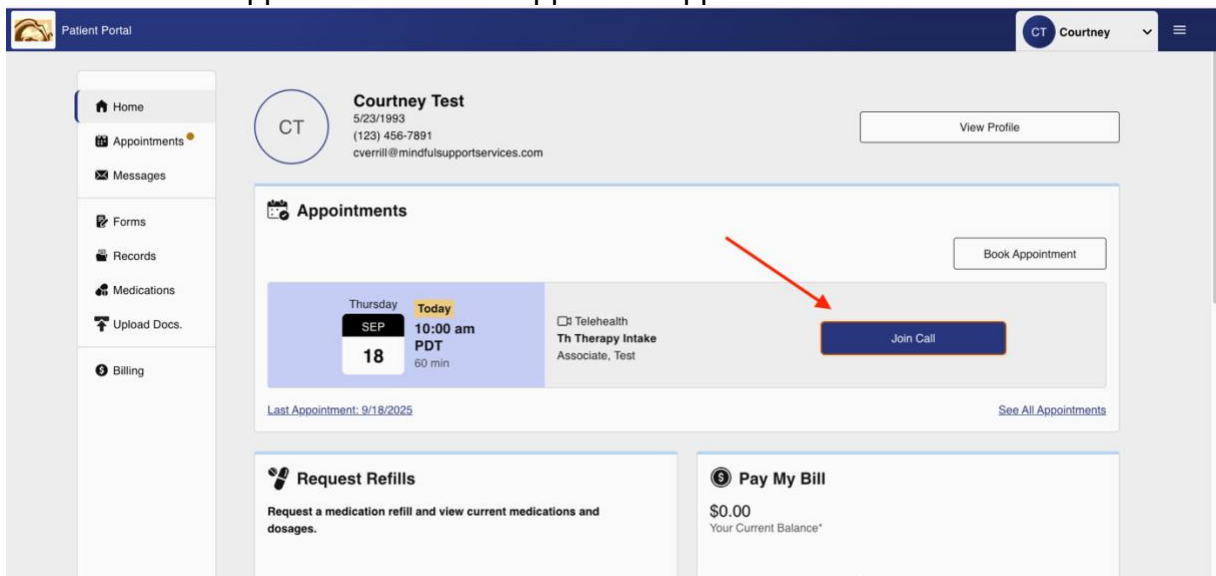




Joining your Telehealth Appointment

Below is a step-by-step process for joining your Telehealth appointment. If at any point you experience an issue with connecting to your appointment, you can select “Having trouble signing in? Contact our office for help” to be connected to our team for support.

1. Log into the Patient Portal.
2. Select “Join Appointment” on the applicable appointment.



3. Confirm your last name and date of birth.

Confirm Patient Identity

4. Verify that it is you joining the appointment by entering in the verification code.

Code Verification

Select your preferred method of receiving a verification code. Once you receive the code, you will be required to confirm it in the next step.

Phone (Text Message)

☒ (xxx) xxx-3864

Email

☐ j***z@mindfulsupportservices.com

[Send Verification Code](#)

Code Verification

Enter the code we sent to the phone number ending in 3864.

After you enter the correct code, we will automatically check you in.

Enter Code

-

-

-

-

-

-

[Resend Code 57 sec](#) [Verify using a different method](#) [Why do I need verification?](#)

Having trouble signing in? [Contact our office](#) for help.

5. Accept the Terms & Conditions.
6. Occasionally, you will need to verify your Demographics Information. Review the information, and then select “Confirm and Continue.”

Demographics Information

Please confirm that the following information is up to date.

Patient Details

Legal Name: TESTNV, JESSE
Preferred Name: Lopez, Jesse
Address: 3636 STONE WAY N
104 SEATTLE WA 98103
Phone: (509) 592- (Cell)
(509) 592- (Home)
(509) 332- (Work)
Email: @MINDFULSUP
PORTSERVICES.COM

Responsible Party

Legal Name: TESTNV, JESSE
Address: 3636 STONE WAY N
104 SEATTLE WA 98103
Phone: (509) 592- (Cell)
(509) 592- (Home)
(509) 332- (Work)
Email: @MINDFULSUP
PORTSERVICES.COM

Insurance Details

Primary Insurance: UNITED HEALTHCARE
(Member ID: 381)
Secondary Insurance: None
Tertiary Insurance: None

Edit Information

Confirm and Continue

- You will then be brought to the “Payment Information” screen.

Payment Information

Copay

6:30 PM 04/24/2025 THERAPIST TEMPLATE

\$20.00

Total: \$20.00

Make a payment from the card selected below.

Name	Expiration	
☒ AB	Exp: 12/25	Delete
☐ Sarah H.	Exp: 3/27	Delete

[Add another card](#)

Skip & Pay Later
Make Payment

- To the left you will see the copay for the appointment you are joining.

Copay

6:30 PM 04/24/2025 THERAPIST TEMPLATE

\$20.00

- To the right you can select a card that you have already saved. Or you can select “Add another card” if you would like to update your payment.

Total: \$20.00

Make a payment from the card selected below.

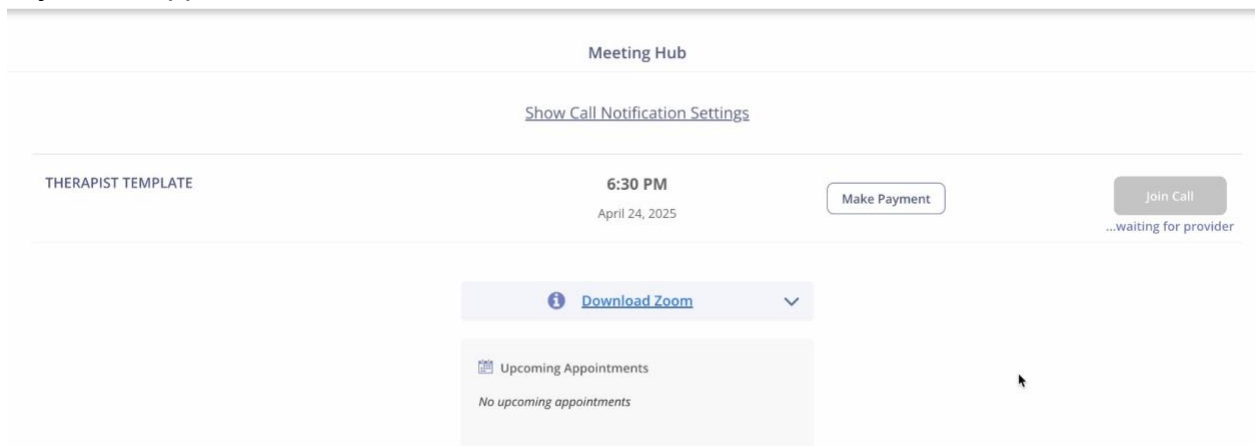
Name	Expiration
☒ AB	Exp: 12/25 Delete
☐ Sarah H.	Exp: 3/27 Delete

[Add another card](#)

Skip & Pay Later

Make Payment

10. Select a card, then select “Make Payment”
 - a. *If you cannot make a at this time, select “Skip & Pay Later.” We will be processing the payment later that night on whatever card we have on file.*
11. You will then be brought to the “Meeting Hub” where you will wait for your Provider to join the appointment.



12. When a provider has joined the call, the “Join Call” button will light up green.

