## Patient Portal: Uploading Insurance Cards.

You can upload a copy of your insurance card(s) via the Patient Portal by either logging into the Patient Portal on your computer or by using your mobile device. Instructions for both methods follow:

Computer Step-by-Step Instructions:

1. Log into the Patient Portal using the link provided from your local office or found on Lifestance.com. If using the LifeStance website, click on Current Patients in the upper right corner of the site and then select Patient Portal. Then, find your state in the list and click on it. You will be taken to the login page for the Patient Portal. Enter your email and password. If you cannot remember your password, click on the Forgot password option to reset it.
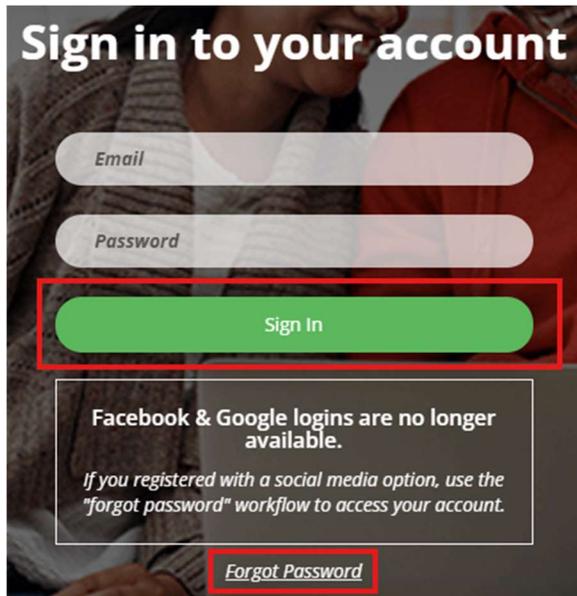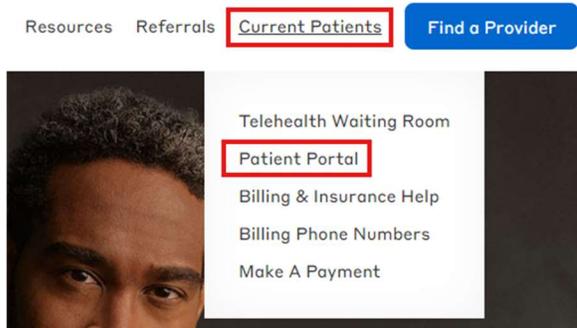
2. On the Profile page, click on the Upload Documents option in the blue menu bar.
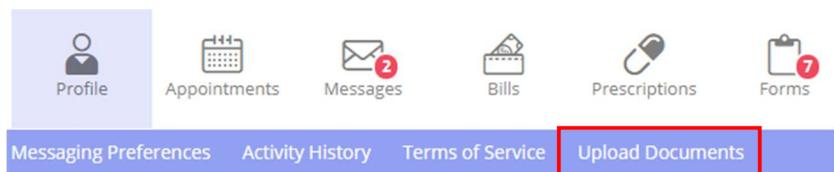
3. Select the Patient in the dropdown. The insurance card will be uploaded directly into that Patient's record.
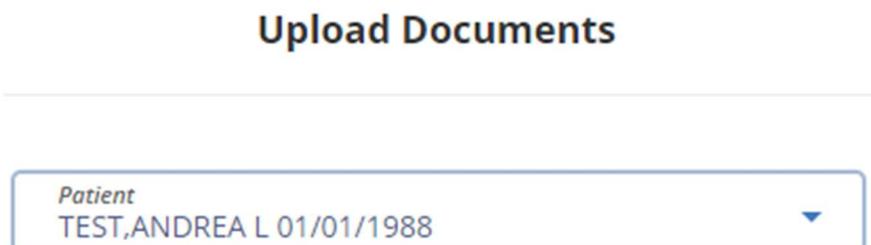
4. To upload a copy of the front and back of the insurance card, select the appropriate option for Primary, Secondary or Tertiary insurance. Proceed to either click to upload a copy of the card from your computer or drag and drop from a file on your computer. Be sure to upload both the front and back of the card.

5. Once the front and back of the card are displaying in the boxes, click the Send button.

Mobile Step-By-Step Instructions:

1. On your internet-enabled mobile device, log into the Patient Portal using the link provided from your local office or found on Lifestance.com. If using the LifeStance website, click on Current Patients in the upper right corner of the site and then select Patient Portal. Then, find your state in the list and click on it. You will be taken to the login page for the Patient Portal. Enter your email and password. If you cannot remember your password, click on the Forgot Password option to reset it.
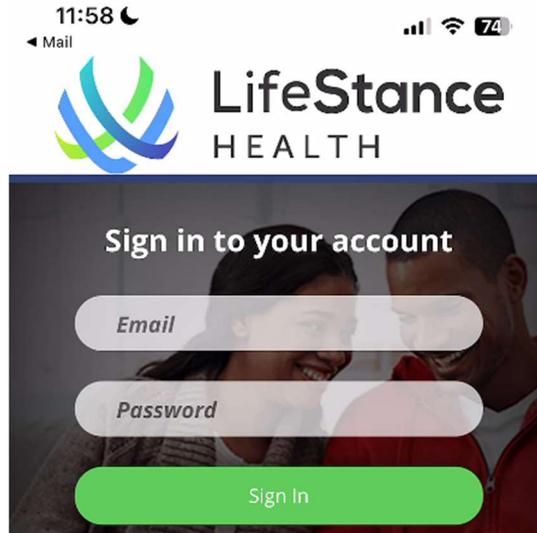
2. On the Profile Page, click the down arrow next to Profile to open the menu of options. Select Upload Documents.
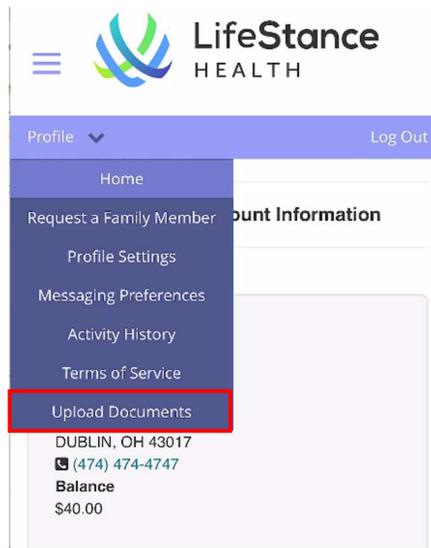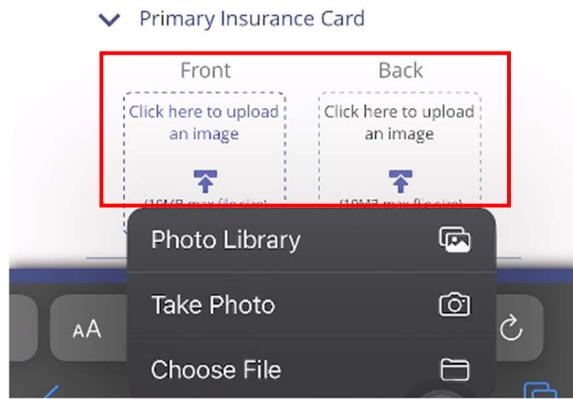
3. Select the Patient in the dropdown. The insurance card will be uploaded directly into that patient's record.

4. To upload a copy of the front and back of the insurance card, select the appropriate option for Primary, Secondary or Tertiary insurance. Tap on the box to upload the image for the Front of the card. The following options will be available:

    - Photo Library: Upload a photo of the card from your own photo library.
    - Take Photo: Take a photo of the card now and upload it to the card field.
    - Choose File: Upload a copy from a file accessible from your mobile device.

    Be sure to upload both the front and back of the card.

5. Once the front and back of the card are displaying in the boxes, click the Send button.