



Programs for 2013 Free Patient Education Sessions

At Cleveland Clinic, our goal is to create a seamless clinical and financial process for our patients. Because medical billing and insurance often can be confusing, our Patient Financial Services department is holding free educational forums to help people better understand the insurance and billing processes, as well as provide tools and resources to assist the community through these difficult times.

Please call **216.636.1121**
to reserve your place.

What does healthcare reform mean to you?

What is healthcare reform? Learn about the changes and how they will impact you as a patient.

What Healthcare Reform Means to You

February 22 | Lutheran Hospital, Castele Learning Center Auditorium | **10:00am - 12noon**

March 19 | Langston Hughes Center | **10:00am - 12noon**

May 24 | Langston Hughes Center | **2:00pm - 4:00pm**

December 5 | Fairview Hospital Wellness Center | **6:00pm - 8:00pm**

Lost your health insurance?

If you've recently lost your health insurance, you need to know that you have coverage options. Our experts will explain the charity care programs available through the government and Cleveland Clinic, and how to apply for them and maintain your coverage.

Lost Your Health Insurance?

March 21 | Fairview Hospital Wellness Center | **6:00pm - 8:00pm**

May 7 | Lutheran Hospital, Castele Learning Center Auditorium | **6:00pm - 8:00pm**

August 20 | Langston Hughes Center | **10:00am - 12noon**

November 19 | Langston Hughes Center | **2:00pm - 4:00pm**

Unable to attend? Join us online:

<http://my.clevelandclinic.org/patients-visitors/billing-insurance/financial-assistance.aspx>

About to retire?

If you are 63 or older and are still employed or do not have Medicare, this free educational forum will help you prepare for the transition from commercial insurance to Medicare. You will learn the difference between Medicare and a Medicare HMO; find out if you need a supplemental plan; discover what is not covered by Medicare; and have your questions answered by Medicare experts.

About to Retire: Preparing for Medicare

March 14 | South Pointe Hospital, Building B, Auditorium | **6:00pm-8:00pm**

April 18 | Euclid Hospital, Waltz Auditorium | **6:00pm - 8:00pm**

July 23 | Euclid Hospital, Waltz Auditorium | **6:00pm - 8:00pm**

September 19 | Fairview Hospital Wellness Center | **6:00pm - 8:00pm**

November 14 | Lutheran Hospital, Castele Learning Center Auditorium | **6:00pm - 8:00pm**

November 27 | South Pointe Hospital, Building B, Auditorium | **6:00pm-8:00pm**

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Puzzled by health insurance and billing?

At this free educational forum, open to everyone, you will learn how to read your evidence of coverage, explanation of benefits, and Cleveland Clinic billing statement; find out what specific insurance terms mean; and have your questions answered by insurance experts.

Basics of Insurance and Billing

June 27 | Fairview Hospital Wellness Center | **6:00pm - 8:00pm**

August 7 | Lutheran Hospital, Castele Learning Center Auditorium | **10:00am - 12noon**

Unable to attend? Join us online:

<http://my.clevelandclinic.org/patients-visitors/billing-insurance/billing-checklist.aspx>

Need help using Cleveland Clinic's website tools?

Do you want to take advantage of Cleveland Clinic's online tools but don't know where to start? If so, we can help. Get familiar with Cleveland Clinic's website and learn how to sign up for and use MyChart and MyAccount. Join us in our computer training center and soon you'll become a proficient navigator of Cleveland Clinic's online tools.

Using Cleveland Clinic's Website Tools

March 22 | Marymount Hospital, Computer Training Room 1 | **10:00am - 12noon**

June 6 | Marymount Hospital, Computer Training Room 2 | **6:00pm - 8:00pm**

September 18 | Lutheran Hospital, Firehouse Building | **6:00pm - 8:00pm**

December 12 | Lutheran Hospital, Firehouse Building | **6:00pm - 8:00pm**

Do you have an upcoming surgery?

Preparing for Your Surgery From a Financial Perspective

If you are scheduled for surgery at any of our Cleveland Clinic inpatient or ambulatory surgery locations, take advantage of this free educational video where you will learn how to read your evidence of coverage and find out what your insurance requirements are (referrals, pre-certifications and out-of-pocket costs, for example).

Join us online:

<http://my.clevelandclinic.org/patients-visitors/billing-insurance/default.aspx>

