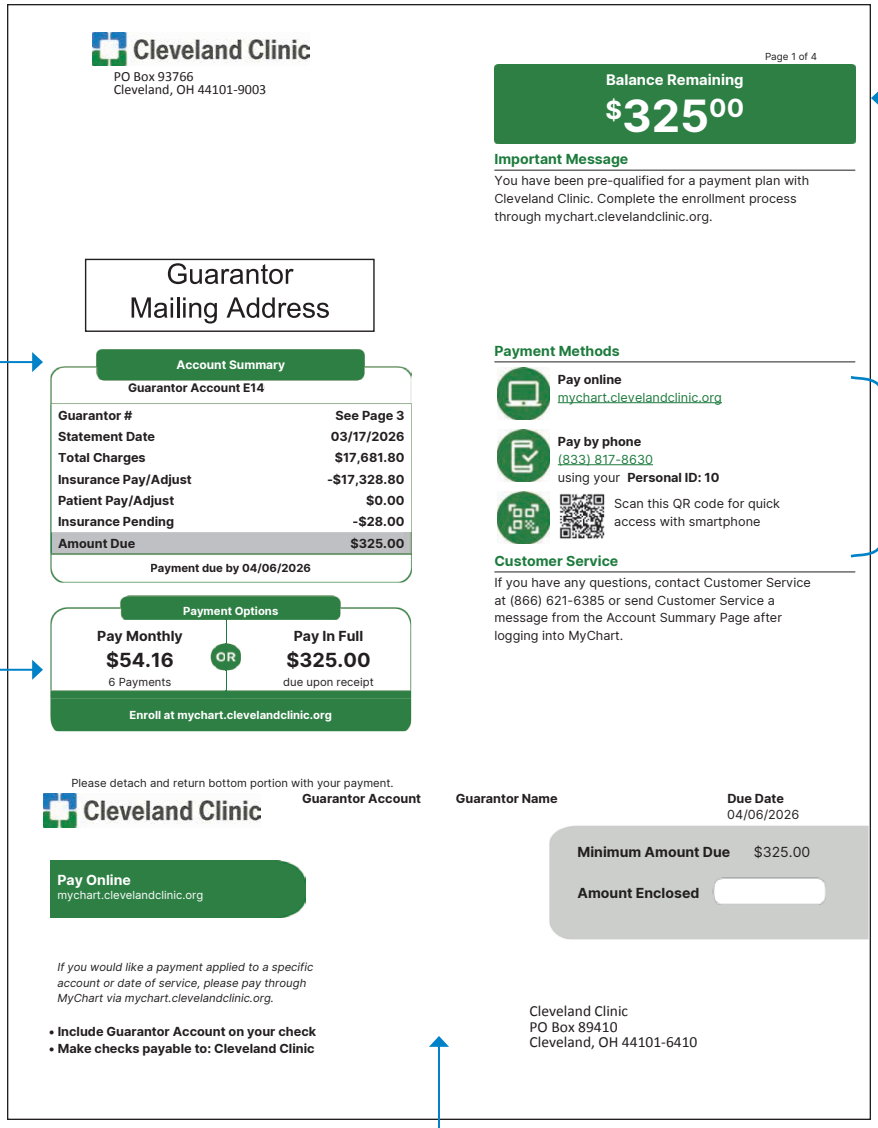
Cleveland Clinic

Understanding Your New Cleveland Clinic Billing Statement

Page 1: General Statement Information

Use this guide to understand the different aspects of your Cleveland Clinic Patient Statement. The billing statement now includes all charges that you are responsible for, including yours and any dependents in one document. You will no longer receive separate statements for your dependents.



This is your total overall account balance. The messages provide information on the **age of balances** and other important call-outs.

Description of account activity summarizing your **total charges, insurance activity** with pending items, **previous patient payments** along with a **balance due** date.

Convenient ways to pay your balance.

Have your Personal ID ready if paying by phone.

The **QR code** may be used to access MyChart, manage communication methods, view statements, and **review payment options.**

You have the option to pay in full or **start a payment plan** based on the payment amount provided.

Enrollment should be done through MyChart.

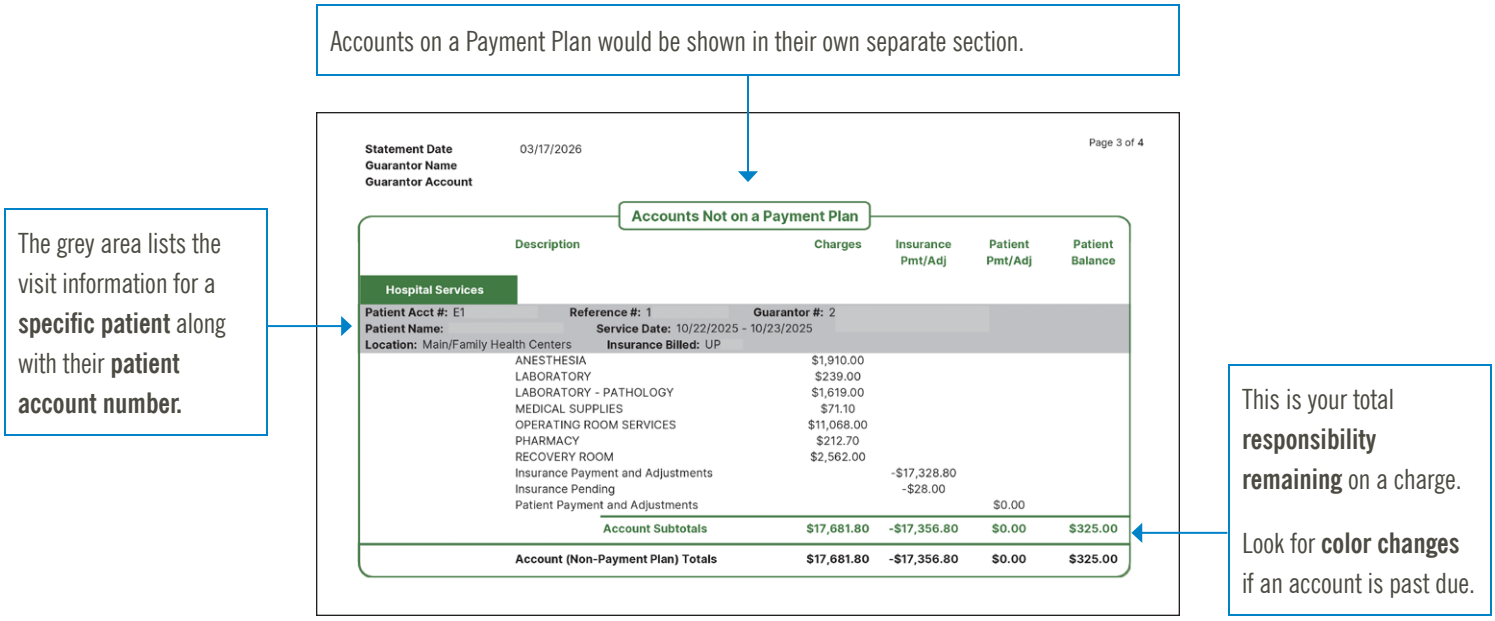
If paying through the mail, detach the bottom of this page and include with your payment. If paying by check, include the account number and make payable to Cleveland Clinic.

Page 2: Summary of Financial Assistance

Page 2 describes financial assistance information. Please review and contact customer service as needed.

Page 3: Description of Charges

Page 3 describes the charges for you and/or your dependents.



Grey Bar Descriptions

You can see the Account Number and date of service for the patient here along with other important information like insurance billed.

Column Descriptions

Description summarizes the types of charges assigned to your account. If you have professional charges due, the physician's name assigned to that charge will be reflected.

- Insurance pending charges mean that your insurance is still considering a charge and may assign you a responsibility based on your benefit plan.

Charges show the dollars associated with the charge descriptions. In many instances, charges with the same description from multiple days are summed into one single line.

Insurance Payments and Adjustments are all insurance and other adjustments credited to the charge.

Patient Payments and Adjustments are all patient payments and adjustments credit to the charge.

Patient Balance is any amount still due on the charge requiring payment. This will display highlighted in yellow or red if the bill is past due.

Contact Box

This displays general contact information and Instructions for submitting a disputed charge.