

Understanding Your New Cleveland Clinic Billing Statement

Page 1: Payment Plan Enrolled 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.

Description of account activity summarizing your **remaining balance due** and payment date.

Shows your **payments remaining** on your currently enrolled charges.

See more detail in **MyChart**.


Cleveland Clinic
 PO Box 93766
 Cleveland, OH 44101-9003

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Balance Remaining
\$253⁰⁰

Important Message
 See below for details. You may pay off your balance in full at any time.

Guarantor Mailing Address

Account Summary
 Guarantor Account E14

Guarantor #	See Page 3
Statement Date	03/27/2026
Remaining Balance	\$253.00
Amount Due	\$42.16

Payment due by 04/11/2026

Payment Options
Next Payment Due
\$42.16
 7 Payments Remaining
 View all options: mychart.clevelandclinic.org

Payment Methods

- Pay online**
mychart.clevelandclinic.org
- Pay by phone**
(833) 817-8630
using your **Personal ID: 1**
- QR Code**
Scan this QR code for quick access with smartphone

Customer Service
 If you have any questions, contact Customer Service at (866) 621-6385 or send Customer Service a message from the Account Summary Page after logging into MyChart.

Please detach and return bottom portion with your payment.


Cleveland Clinic

Pay Online
 mychart.clevelandclinic.org

If you would like a payment applied to a specific account or date of service, please pay through MyChart via mychart.clevelandclinic.org.

• Include Guarantor Account on your check
 • Make checks payable to: Cleveland Clinic

Guarantor Name
 Due Date 04/11/2026
 Minimum Amount Due \$42.16
 Amount Enclosed
 Make a payment of \$42.16 towards your payment plan

Cleveland Clinic
 PO Box 89410
 Cleveland, OH 44101-6410

This is your **total overall** account balance. The messages provide information on your payment plan and **if you have other charges that need enrolled**.

Cleveland Clinic recommends **auto-pay creation** at the time of payment plan creation.

This is a secure, convenient way to ensure you don't miss your monthly required payment.

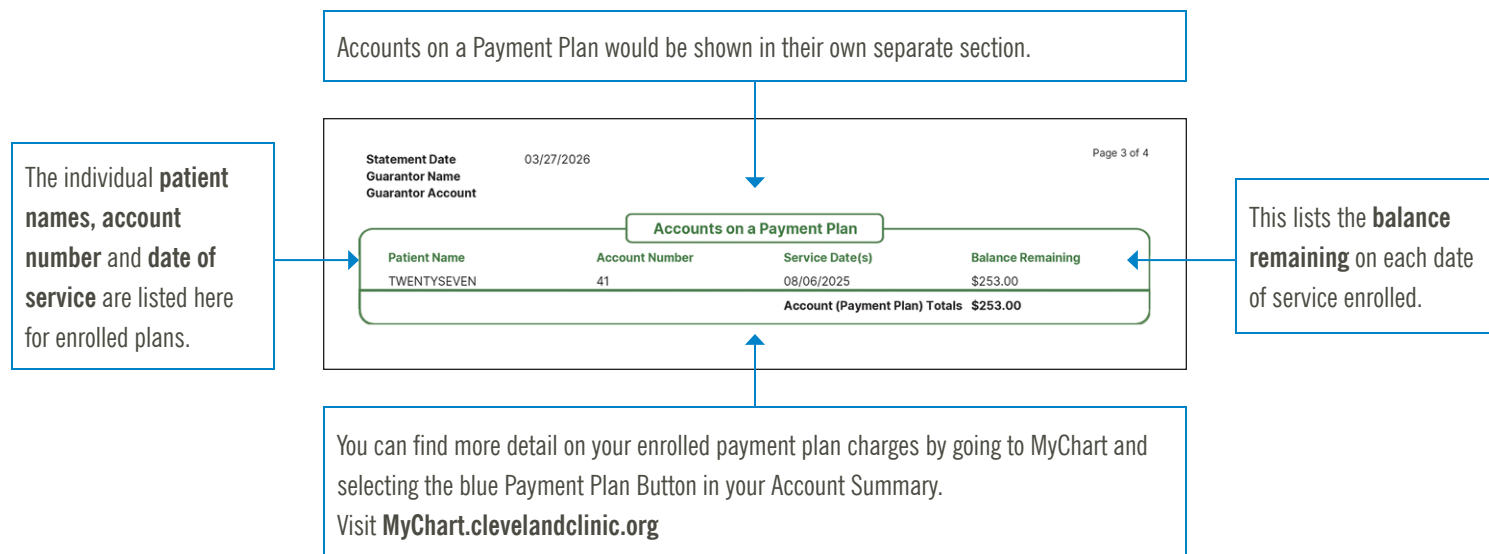
If not on auto-pay and paying through the mail, detach the bottom of this page and include with your payment. If paying by check, include the account number and make payable to Cleveland Clinic.

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 lists the charges for you and/or your dependents that are enrolled in a payment plan.



Column Descriptions

Patient Name lists the patient whose charge is enrolled in the payment plan.

Account Number is the reference number that is used to distinguish the specific charges tied to a date of service.

Service Date(s) reflect the date the service was provided for the applicable charge.

Balance Remaining is any amount still due on the charge requiring payment.

Contact Box

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



Written disputes should be mailed to
CCF - Billing Dispute Resolution
PO BOX 932563
CLEVELAND OH 44193

Please include the following information

- Patient name and account number
- The charge in question (Reference Number)
- If this involves a charge discrepancy compared to an estimate you received
- Why you feel the disputed charge is inaccurate

 Nearly all of the Cleveland Clinic sites are on a single statement.

However, there are a few services that continue to bill separately: for example some physicians who practice at our community hospitals, some radiology, anesthesiology, and certain laboratory services.



Contact Us By Phone
866.621.6385 or 216.445.6249 8:00 am - 6:00 pm
EST Monday-Thursday, 8:00 am - 4:30 pm Friday

Пóngасе ен контакто кон нострос пор телéfono
Лламе де lunes а jueves, де 8:00 am - 6:00 pm, y los viernes, де 8:00 am - 4:30 pm.

تواصل معنا عبر الهاتف. من الاثنين إلى الخميس، من الساعة 8:00 صباحاً حتى مساءً 6:00، و يوم الجمعة، من الساعة 8:00 صباحاً حتى مساءً 4:30 مساءً.



Contact Us By Chat
www.ccf.org/billing



Contact Us By Mail
CCF - Customer Service
PO BOX 932563
CLEVELAND OH 44193