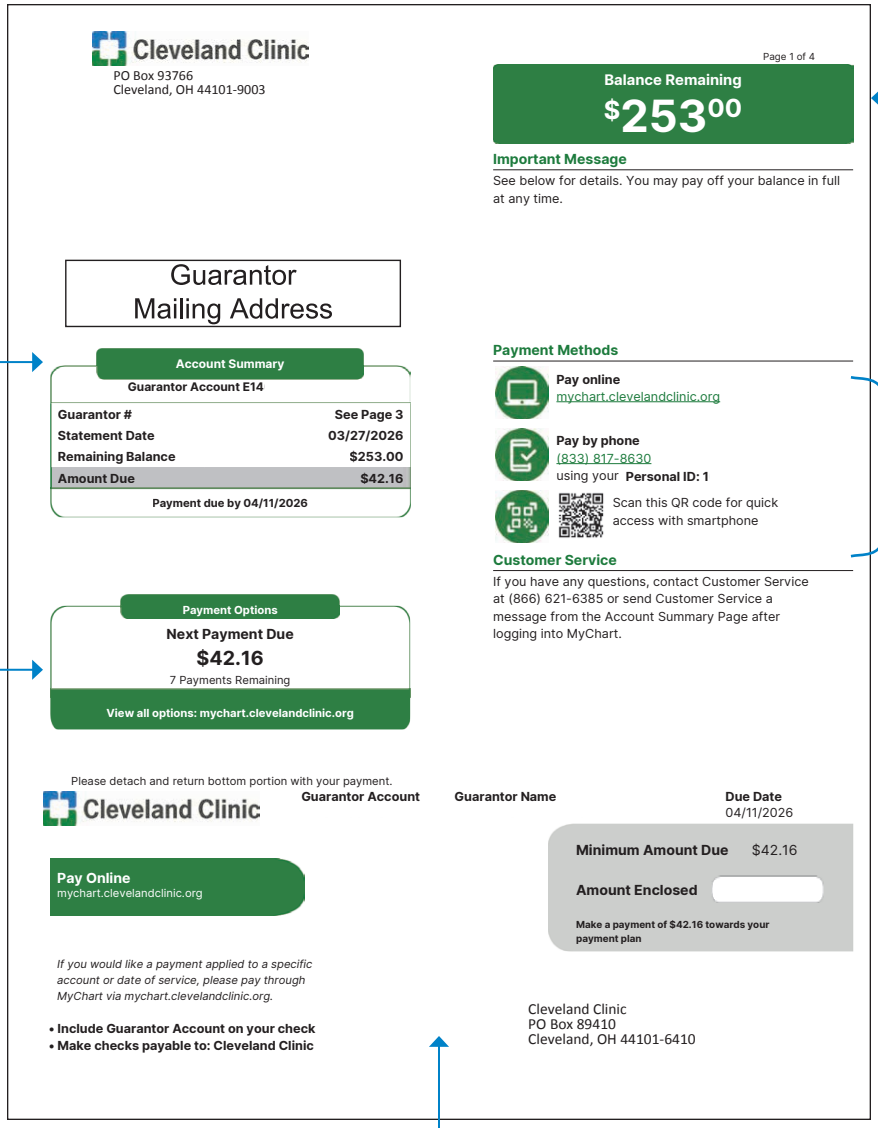
Cleveland Clinic

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.



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

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 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.

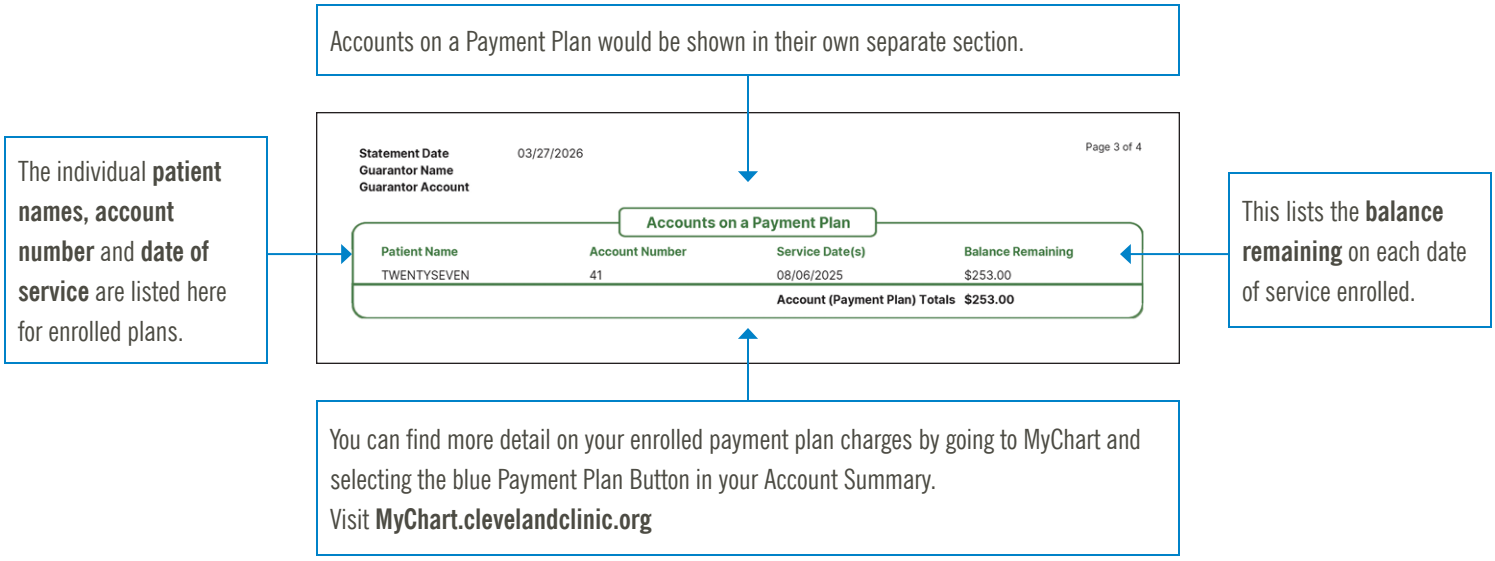
If not on auto-pay and paying through the mail, detach the bottom of this page and include with your payment. If paying by check, include the account number and make payable to Cleveland Clinic.

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.