

Page 3: Description of Charges

Cleveland Clinic		June 10, 2018			Page 3 of 4		
Billing Statement for:							
JOHN DOE							
Account Number: E000000000							
OPEN BALANCES							
Details of your outstanding balances are totaled below. Co-payments made may not show below until insurance is finished processing your claim.							
Date Of Service	Charge Description	Total Charges	Insurance Payments	Insurance & Other Adjustments	Previous Patient Payments	What You Paid Last Month	Remaining Patient Balance
1/15/2018	Reference # 110 Cleveland Clinic Professional Seth Rotz, MD EST PATIENT VISIT LEVEL 5	477.00	0.00	-284.21	0.00	0.00	192.79
Total Activity		477.00	0.00	-284.21	0.00	0.00	192.79
TOTAL NON-PAYMENT PLAN AMOUNT DUE BY JULY 1, 2018							192.79
PAYMENT PLAN BALANCES							
Your established payment plan of \$234.07 per month includes all services as shown in the box below. If you have other balances not listed in this box, please call Customer Service to add them to your payment plan.							
Date Of Service	Charge Description	Total Charges	Insurance Payments	Insurance & Other Adjustments	Previous Patient Payments	What You Paid Last Month	Remaining Patient Balance
10/11/2017	Reference # 1 Cleveland Clinic Main Campus LABORATORY RADIOLOGY DIAGNOSTIC PULMONARY FUNCTION FACILITY CHARGE ECHO CARDIOLOGY	1,414.00 556.00 541.00 103.00 2,974.00					
Total		5,588.00	-578.14	-3,273.59	-434.07	-200.00	1,102.20
1/15/2018	Reference # 11 Cleveland Clinic Main Campus LABORATORY FACILITY CHARGE	1,085.00 103.00					
Total		1,188.00	0.00	-1,060.86	0.00	0.00	127.14
Total Activity		6,776.00	-578.14	-4,334.45	-434.07	-200.00	1,229.34
TOTAL MONTHLY PAYMENT PLAN AMOUNT DUE BY JULY 1, 2018							234.07

Statement Date, Patient Name, and Account Number.

Open Balances: Details any outstanding charges not on a payment plan.

Details any balances on a payment plan. This box will only appear if there is an active Payment Plan.

Other balance sections may include:

- Payroll Deduction
- Balances Sent to Collections

Column Descriptions

Date of Service is the date the service was provided.

Charge Description shows Reference Number used by Cleveland Clinic to identify a particular charge, followed by Facility Location, Physician name (if applicable), and a description of each charge.

Total Charges shows the amount billed to insurance or patient.

Insurance Payments displays payments made by insurance. Payments display as a negative number.

Insurance & Other Adjustments are all insurance or other adjustments credited to this charge.

Previous Patient Payments displays the total amount of patient payments applied to a specific charge prior to the current statement.

What You Paid Last Month are payments that have posted to this charge since the last statement date.

Remaining 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 statement or charge.

<p>Written disputes should be mailed to:</p> <p>Cleveland Clinic Dispute Resolution Department 6801 Brecksville Rd. STE 20 RK 60 Independence, OH 44131-9980</p> <p>Please include the following information:</p> <p>-Your name and account number, the charge in question and why you feel it is inaccurate.</p> <p>Physicians who practice at our community hospitals may be private practitioners and may send you a separate bill for their services.</p>	<p>Contact Us By Phone</p> <p>877.236.2247 or 216.636.8500 - 8:00am - 6:00pm Monday-Friday Póngase en contacto con nosotros por teléfono Llame de lunes a viernes, de 8 a.m. a 6 p.m. EST.</p> <p>Contact Us By Mail</p> <p>Cleveland Clinic Customer Service 9500 Euclid Avenue RK2-4 Cleveland, OH 44195</p> <p>Chat with us at: clevelandclinic.org/help</p>
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