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.

Message Banner provides information on the age of the open balances. If box is colored yellow or red, balances are past due.

Description of balance due, with due date and description of payment plan, if applicable. If blue, balance is due. If yellow or red, balance is past due.

Insurance that has been billed for this statement.

Patient payments made since last statement.

Patient billing questions and answers website.

Statement Date, Patient Name, and Account Number.

Three different ways to pay your balance: Online, Mail or Phone.

New patient balances added since last statement.

Total patient balance remaining.

Information on paperless billing and online payment.

If paying through the mail, detach the bottom of this page and include with your payment. If paying by check, include the account number on the check. If paying with a credit card, fill out all the required credit card information here.

Page 2: Summary of Financial Assistance

Page 2 describes financial assistance information. Please review, and contact customer service as needed.
Understanding Your Patient Statement

Page 3: Description of Charges

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.