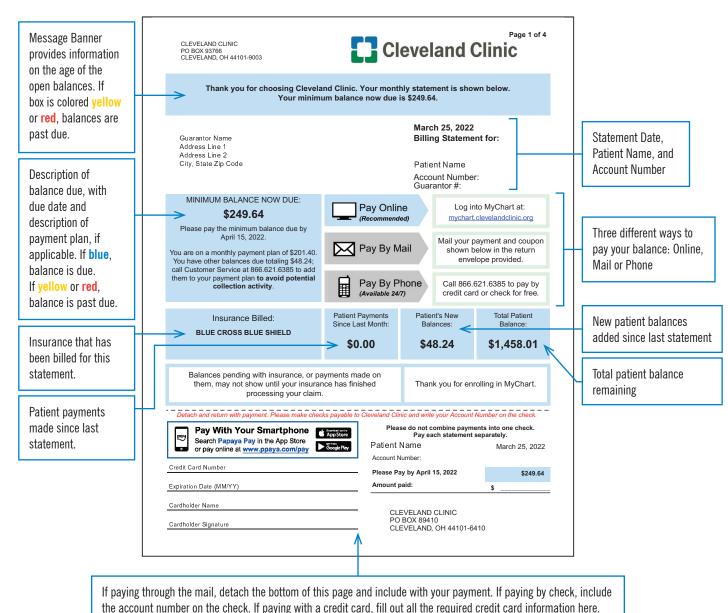


Understanding Your New Cleveland Clinic Billing Statement

Page 1: General Statement Information

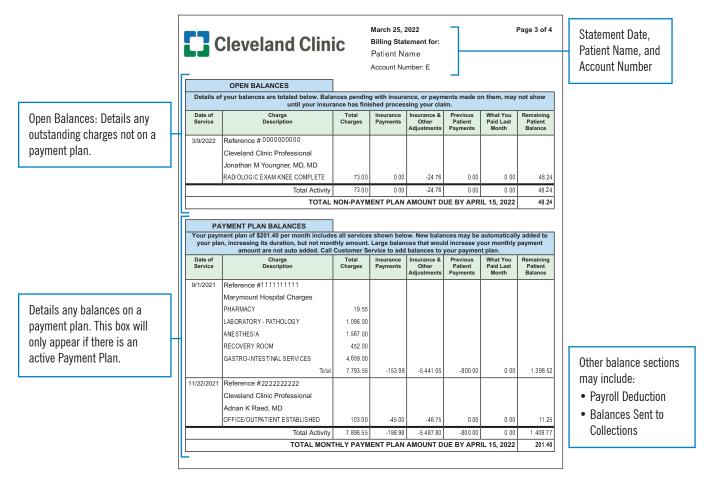
Use this guide to understand the different aspects of your Cleveland Clinic Patient Statement.



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



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.

