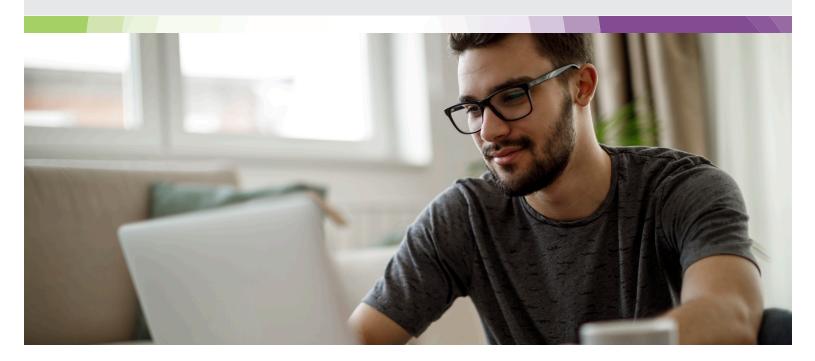
Understanding Your Bill

MyChart



Why does my bill look different?

We are using a new electronic health record and billing system. Your doctor, hospital or health center is part of Trinity Health, so your bill will come from Trinity Health. It will include an account summary, as well as detailed information about each visit. All Trinity Health providers and facilities will be on one bill for your convenience.

Why do I pay Trinity Health?

Your health provider is a part of Trinity Health, a mission-based health system with 92 hospitals across the nation, which includes eight hospitals,16 health centers and more than 3,600 physicians in Michigan. This includes Mercy Health, Mercy Health Physician Partners, IHA, Saint Joseph Mercy Health System and St. Joe's Medical Group.

How do I pay?

You can pay your bill online, by phone or by mail.

Online

To pay online, visit <u>http://mychart.trinity-health.org</u>. You do not need a MyChart account to pay your bill. You can also pay your bill through the Trinity Health MyChart app in the Apple or Android app store.

By Phone

Call the number listed on your bill and have a debit or credit card ready.

By Mail

Fill out the bottom portion of your bill and return it with your payment to the address on your bill.

Why aren't all my doctor visits on this bill?

Only doctors, providers, hospitals, clinics and facilities owned by Trinity Health are listed on one bill. If you saw an affiliated doctor or provider, or received care in a partner facility, those bills will be sent to you individually.

Please note, charges from visits prior to Jan. 24, 2020 were billed separately.

Sample Bill

- Account number, name and statement information
- 2 Account summary: includes total due for all visits and services
- 3 Primary care or office visits appear with the logo of your provider
- 4 Hospital charges appear with the logo of the health system
- 5 Information for paying your bill online
- 6 Phone number to pay your bill by phone

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ID: 8780 Guarantor: James Jones Statement Date: February 1, 2020 Patient: James Jones

Thank you for choosing Trinity Health

ATTENTION: Please call 800-494-5797 between 8:00 am - 5:30 pm to make payment arrangements

| or request financial | assistance. |
|----------------------|-------------|
|----------------------|-------------|

| Account Summary | |
|----------------------|----------|
| Total Charges | 164.50 |
| Insurance Payments | 0.00 |
| Your Payments | 4.73 |
| Your current balance | 159.77 |
| Amount due by | \$159.77 |

Amount due by February 20, 2020

Pay by Mail

Complete the form below and return in the enclosed envelope.



MyChart

| The easiest way to view your statements, make |
|---|
| payments, schedule appointments, and more! |
| http://mychart.trinity-health.org |
| Use this information for MyChart guest pay |
| ID: 8780 |
| Name: James Jones |
| |



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Pay by Phone

To pay by credit or debit card please call 800-494-5797 between 8:00 am - 5:30 pm

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| Account #36215 Michael Bruderly in IHA WestArbor Primary Care Date of Service: Jan 25, 2020 | | | | | | | | |
|--|---------------------|---------|------------------------|----------------------|--------------------|--|--|--|
| Date | Description | Charges | Insurance Pmts/Adjs | Patient Pmts/Adjs | Patient Balance | | | |
| | Balance Forward | 133.00 | 0.00 | 0.00 | \$133.00 | | | |
| | Your Responsibility | | | | \$133.00 | | | |



| Account #13303 Visit to Cardiac Services Date of Service: Jan 27, 2020 | | | | | | | | |
|---|---|---------|------------------------|----------------------|--------------------|--|--|--|
| Date | Description | Charges | Insurance Pmts/Adjs | Patient Pmts/Adjs | Patient Balance | | | |
| New Charges | | | | | | | | |
| | MEDICAL/SURGICAL SUPPLIES AND DEVICES- GENERAL | 31.50 | | | | | | |
| Patient Payme | nts and Adjustments | | | | | | | |
| Jan 27, 2020 | SELF-PAY DISCOUNT | | | -4.73 | | | | |
| | Totals | 31.50 | | -4.73 | \$26.77 | | | |
| | Your Responsibility | | | | \$26.77 | | | |