

Johns Hopkins is Simplifying Our Billing Statement

as of July 23rd




For services after July 23, 2018, you will receive one bill for your care at Johns Hopkins Medicine.

We are also consolidating our call centers so that you have one place to call for questions about your bills (including Behavioral Health). Our Customer Service can be reached at **1-855-662-3017** select 0. If you have a balance from visits that occurred before July 23, 2018, you may still receive multiple bills until those balances are paid. Please pay these by following the instructions listed on any bills you receive.

This new bill has been designed with you in mind to help you better understand your financial responsibility.

Paying Your New Bill

You will be able to pay your bill in three ways:

-  Online at **mychart.hopkinsmedicine.org**
-  By phone at **1-855-662-3017** and select option 1.
-  By mailing in your check or money order payable to Johns Hopkins Medicine, along with the coupon at the bottom of your statement. Please write your guarantor number in the memo field.

Payment Plans

If you are unable to pay your amount due in full and would like to establish a monthly payment plan, call us at 1-855-662-3017 and select option 0 to speak with a Customer Service Agent.

Financial Assistance

If you are having trouble making your payments you may be eligible for financial assistance. For more information please contact us at 1-855-662-3017 and select option 0.

Information Changes

If you have changes to your name, address or insurance information, call Customer Service at 1-855-662-3017 and select option 0.

Questions?

Customer Service is available to answer your questions at 1-855-662-3017 and select option 0. Our team is available Monday through Friday from 8:30 a.m. to 4:30 p.m. You can also contact us through your MyChart via the message center by selecting "Billing Question". If you do not have a MyChart Account, ask about it at your next appointment with your Johns Hopkins Medicine provider.

MyChart

You will be able to view test results, access your health record, make appointments, review you statements, enroll in electronic statements and more through our secure online portal.

Thank you for choosing Johns Hopkins for your care.

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Your New Bill

Statement of Services as of 04/17/18 Page 1 of 2

1 Patient Name: Singlebillingoffice,Testtwo
Guarantor Number: 2216212
Statement Date: 04/17/18

2 Account Summary
Balance Due not on a Payment Plan: \$723.07
Amount Due: \$723.07
Amount Due without Discount if Payment not received by 05/17/18: \$728.61

3 Payment Plans
If you are unable to pay your amount due in full and would like to establish a monthly payment plan, please contact us at 1 (855) 662-3017 and select option 0.

4 Financial Assistance
If you are unable to pay, you may be eligible for financial assistance. For more information please contact us at 1 (855) 662-3017 and select option 0.

5 Payment Options
You may pay your bill anytime 24/7 online, by mail or by phone:
To pay easily and securely online, view your test results, access your health record, make appointments, and enroll in electronic statements, sign up for MyChart at mychart.hopkinsmedicine.org
Activation Code: DVH4Z-DGSZY
To pay by phone call 1 (855) 662-3017 and select option 1.
To mail in the payment, please make your check payable to **Johns Hopkins Medicine**, write your guarantor number in the check memo field, and include the attached coupon.

Questions about your bill?
Call 1 (855) 662-3017 and select option 0.
Hours of Operation: 8:30am-4:30pm Mon-Fri
Send us a message using mychart.hopkinsmedicine.org
Other Questions? Check our billing FAQs on MyChart.

6 Johns Hopkins Medicine
Johns Hopkins Medicine
P.O. Box 3333
Toledo, OH 43607-1111
Patient: Singlebillingoffice,Testtwo

Statement Date: 04/17/18 Due Date: 05/17/18 Guarantor Number: 2216212
Amount Due: \$723.07
Amount Enclosed:
To pay easily and securely by credit card, go to mychart.hopkinsmedicine.org or call 1 (855) 662-3017 and select option 1 or Customer Service option 0.

Statement of Services as of 04/17/18 Page 2 of 2

ACCOUNT DETAILS

7 Hospital Services
Patient Name: Singlebillingoffice,Testtwo Johns Hopkins Bayview Medical Center
Service #: 400006008 Primary Payer:
Emergency From: 12/04/17 To: 12/04/17 Secondary Payer:
Important message about your account: Our records show that you are now responsible for the account balance. If paid within 30 days you will receive a 1% discount. Thank you for choosing Johns Hopkins Medicine for your healthcare needs.

Date	Description	Charges	Insurance Pmts/Adjs	Patient Pmts/Adjs	Patient Balance
	Operating Room Services	\$492.58			
	Emergency Room	\$61.03			
	Patient Adjustments			\$5.54	
	Service Total	\$553.61	\$0.00	\$5.54	\$548.07

8 Physician Services
Patient Name: Singlebillingoffice,Testtwo The Johns Hopkins Hospital
Service #: 8000108059 Primary Payer: AETNA
Outpatient Secondary Payer:
Important message about your account: We have not received payment on your account. Please make your payment within 15 days from the date of this notice to remain in good standing.

Date	Description	Charges	Insurance Pmts/Adjs	Patient Pmts/Adjs	Patient Balance
12/04/17	OFFICE/OUTPT VISIT, EST, LEVL, III	\$175.00			
	Service Total	\$175.00	\$0.00	\$0.00	\$175.00
Totals		\$728.61	\$0.00	\$5.54	\$723.07

- 1 Guarantor Number** – a unique number that identifies all accounts that are related financially. This number can be used to pay for multiple visits/dates of service via MyChart and via phone.
- 2 Account Summary** – this section summarizes the amount due from both physician and hospital. If you are on a payment plan, it will show you the payment plan amount due and the amount due if you do not pay within 30 days of receipt of this statement. If you are not on a payment plan it will show a zero balance for payment plan due and the balance due not on a payment plan.
- 3 Payment Plan/Payment Agreement Status** – in this section is the number to call if you are unable to pay your amount due in full and would like to establish a monthly payment plan. If you are already on a payment plan, the Payment Agreement Status reflects the pay arrangements that you have already agreed upon.
- 4 Financial Assistance** – if you are unable to pay, you may be eligible for assistance. Please contact us to get more information on how to apply.
- 5 Payment Options** – the ways you can pay your bill, including MyChart, by phone by dialing 1-855-662-3017 and select option 1 or via the mail. If you do not want to create a MyChart account you can pay as a guest.
- 6 Payment Coupon** – indicate the amount you are paying and detach and mail the coupon with the information completed by the due date. To pay easily and securely by credit card go to mychart.hopkinsmedicine.org or dial 1-855-662-3017 and select option 1.
- 7 Hospital Services** – this section details charges associated with the facility where you received care, such as emergency room, clinic, radiology or laboratory services. It also describes the services provided, the charges for each service, payments, adjustments and the patient balance due.
- 8 Physician Services** – this section details charges associated with the providers that rendered services, such as a physician visit or another professional service provided. It also describes the services provided, the charges for each service, payments, adjustments and the patient balance due.
- 9 Service Number** – individual account number tied to a specific visit/date of service. Each visit has a unique service number. This number can be used to pay via MyChart and phone.