

Statement Date **12/13/17**
 Guarantor # **100002697**
 Responsible Party **John Smith**



SAMPLE BILL STATEMENT

Your account is past due. Please call our office at **(504) 226-0094** to set up a payment plan to avoid collections.

| | |
|--------------------------------|------------|
| Total Charges | 62,564.35 |
| Insurance Payments/Adjustments | -6,095.51 |
| Patient Payments/Adjustments | -52,167.19 |
| Patient Responsibility | 4,301.65 |

This box shows your full amount, what was covered by your insurance, and the remainder that you owe.

PROFESSIONAL VISITS

| Date | Description | Charges | Insurance Pmts/Adjs | Patient Pmts/Adjs | Balance |
|--|---|----------|---------------------|-------------------|----------|
| John Smith's visit with Physician Cardiology, MD at Crescent City Physicians, Inc. Acct# 50006241 | | | | | |
| 01/13/2017 | OFFICE OUTPATIENT NEW 30 MINUTES Patient Payments Your Responsibility | \$156.00 | | -\$50.00 | \$106.00 |

HOSPITAL VISITS

| Date | Description | Charges | Insurance Pmts/Adjs | Patient Pmts/Adjs | Balance |
|--|---|------------|---------------------|-------------------|----------|
| Mary Smith's visit to University Medical Center - Psychiatry Acct# 50003782 | | | | | |
| 10/01/2016 to 10/07/2016 | Room and Board - Semi Private Patient Adjustments Your Responsibility | \$1,819.40 | | -\$1,091.64 | \$727.76 |
| Billy Smith's Behavioral's visit to Touro Infirmiry - Cardiology Acct# 50006213 | | | | | |
| 01/12/2017 | Room and Board - Private | \$450.00 | | | |

These boxes break out the charges by provider and by facility. Remember, some independent healthcare professionals who contribute to your care may not be employed by the facility and may bill separately.

Payment Options

Online at myLCMC HEALTH



The easiest way to view your statements, make payments, schedule appointments, and more!

<https://www.mylcmchealth.org>

Activation code: **JZNCM-3S7D9-6TXN3**

Not interested in signing up for myLCMC Health?

Use this info to pay as a guest:

Guarantor ID: **100002697** Name: **Hbtest**

By Mail



Complete the form on the front page and return in the enclosed envelope.

By Phone



Call **(504) 226-0094** to pay by credit or debit card. 8 AM to 5 PM Monday through Friday. (Excluding Holidays)

Customer Service



Call **(504) 226-0094** or email us at **LCMC-CustomerService@LCMCHealth.org** with any questions on your bill or to make payment arrangements.

In addition to the traditional payment options, LCMC Health is pleased to offer a new patient portal: myLCMC Health.

Through this portal, patients can pay their bill as well as communicate with their provider, request refills and more.

Guide to New Patient Statement

LCMC Health has updated its electronic medical records system. As a result, the bills you receive for services provided on or after April 7, 2018 will have a new appearance. If you have an outstanding payment on services received prior to April 7, 2018, you may continue to receive bill notices in the previous format.

New Bill Sample

Please review the sample bill on the back of this page for a guide to important bill features.

- Your bill includes charges for services provided by hospitals and employed physician practices within LCMC Health. These charges are based on your individual health care needs, and will be labeled as **Professional Services** or **Professional Visits** on your bill.
- You may also be billed for **Hospital Visits**, which describes the fees associated with our buildings, equipment, routine supplies and ancillary staff that contribute to your care.
- Some doctors who provide services at our hospitals are not employed by the hospital itself. These may include your treating doctor, radiologist, anesthesiologist, pathologist, cardiologist or neurologist. Professional fees charged by these doctors for services provided to you will be billed separate and apart from the fees charged by the hospital.

Calls from LCMC Billing

As LCMC Health transitions to our new records system, it is possible that a patient may receive calls from separate entities regarding outstanding balances.

- **To address bills for services prior to April 7, 2018**, please call:
 - o (504) 327-5867 for services from Children's Hospital, Touro, New Orleans East Hospital and Crescent City Physicians, Inc.
 - o (504) 896-9745 for services from CHMPC and Children's Hospital Physician Billing, and LSU Health Network.
 - o (504) 349-1282 for services from West Jefferson Medical Center.
- A separate team will focus on bills for **services provided after April 7, 2018**. You may reach this team at (504) 226-0094.

Contact Us for Assistance

We understand that health care bills may be confusing, and we apologize for any additional confusion related to our transition. For assistance in understanding your bill, please call (504) 226-0094 or email LCMC-CustomerService@LCMCHealth.org.

Thank you for choosing LCMC Health and its family of hospitals for your health care needs.