

# INTRODUCING YOUR NEW Northwestern Medicine Statement


On June 7, 2015, we are combining your Northwestern Memorial Hospital, Northwestern Medicine Lake Forest Hospital and Northwestern Medical Group statements into a single consolidated statement so that it's easier for you to understand and pay for your healthcare. **This guide offers details on your new statement and how to pay your bill.**

**Account Summary:** Your account summary will show combined charges for care received at Northwestern Medical Group, as well as care received at Northwestern Memorial and Lake Forest hospitals starting June 7.\*

**Balance:** Your balance will reflect the total amount you owe for care received at Northwestern Medical Group, as well as care received at Northwestern Memorial and Lake Forest hospitals starting June 7.\*

**Statement of Services:** Your statement of services will show your Northwestern Medical Group, and Northwestern Memorial and Lake Forest hospital care on the same statement.\*

**Pay Online:** Pay your bill online at [mybill.nm.org](http://mybill.nm.org). Login to MyNM's MyChart to view statements and pay your bill, or make a one time payment using our secure online payment portal.



Guarantor ID **3689076**  
Patient Jane Doe  
Statement Date 02/25/2015

**Statement of Services**

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**Account Summary**

Payments Received Since Last Statement	\$ 624.40
Previous Balance	\$ 12,338.00
+ New Charges	\$ 892.00
- Payments/Adjustments	\$ -13,030.00
<b>New Balance</b>	<b>\$ 200.00</b>
Payment Plan Amount Due	\$ 0.00
Non-Payment Plan Amount Due	\$ 200.00
<b>Minimum Amount Due</b>	<b>\$ 200.00</b>

**MyNM's MyChart**  
Sign up or login to MyNM's MyChart to view statements and pay your bill. Visit [mybill.nm.org](http://mybill.nm.org) to learn more.

**Pay Online**  
Visit [mybill.nm.org](http://mybill.nm.org). Please have your statement ready.

**Billing Help**  
Call 844-6-MYBILL (844-669-2455) Monday through Friday, 8 a.m. to 5 p.m.

Visit 675 N. Saint Clair St., second floor, Galter Pavilion. Our walk-in hours are Monday through Friday, 8 a.m. to 5 p.m.

Email [billing@nm.org](mailto:billing@nm.org).

**Don't understand your bill?** Visit [mybill.nm.org](http://mybill.nm.org).

**Financial Assistance**  
Please tell us if you cannot pay your bill in full and let us help you. Monthly payment plans and other financial assistance programs are available for those patients who meet certain financial criteria.

Please see reverse side for account detail.


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**Important Information**

Thank you for choosing Northwestern Medicine for your healthcare services. Your payment plan is valid so long as the agreed upon monthly payment amount is received by the due date. If these conditions are not met, the full balance will be due immediately. Please mail your payment today. If you would like to add additional accounts to your payment plan, please contact Customer Service so we may assist you.

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Please detach the bottom portion and return with your payment in the enclosed envelope. Make checks payable to NMHC. Allow 5 days if mailing your payment.



Pay this bill online at [mybill.nm.org](http://mybill.nm.org).

Call us at 844-6-MYBILL (844-669-2455) for billing help or to update your address or insurance information.


Jane Doe  
1234 Main Street  
Chicago, IL 56789

Guarantor ID 3689076  
Due Date 02/27/15  
**Minimum Amount Due \$ 200.00**

Amount I Am Paying \$

If paying by credit card  VISA  MC  DISC  AMEX

Card Number \_\_\_\_\_ Exp Date \_\_\_\_\_  
Cardholder Name \_\_\_\_\_ CVV Code \_\_\_\_\_  
Signature \_\_\_\_\_ Stmt Inv # 81417385



Guarantor ID **3689076**  
Patient Jane Doe  
Statement Date 02/25/2015

**Statement of Services**

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	Date of Service	Description of Services	Charges	Insurance Pmt/Adj	Patient Pmt/Adj	Amount Due
<b>Professional Services</b>	08/06/14	99203 N3-New Pt-Detail Low Complex	\$ 330.00			
Account # 2483252	02/25/15	G0438 Pr Medicare Initial Wellness Visit	\$ 562.00			
Anthony J. Vaccaro, MD	02/25/15	Self Pay Discount			-267.60	
Northwestern Medical Group	02/25/15	Patient Payment (Account) - Thank You			-624.40	
		<b>Total \$</b>	<b>892.00</b>	<b>0.00</b>	<b>-892.00</b>	<b>\$ 0.00</b>
<b>Hospital Services</b>	09/01/14-09/06/14	370 Anesthesia - General Classification	\$ 1,563.00			
Account # 100000452		300 Laboratory - General Classification	\$ 915.00			
Northwestern Memorial Hospital		360 Operating Room Services - General Classification	\$ 1,500.00			
Parent		110 Room & Board - Private (One Bed) - General Classification	\$ 8,360.00			
	02/25/15	Contractual Write-Off (Insurance) - Hfn, Inc.			-2,338.00	
	02/25/15	Insurance Payment (Insurance) - Hfn, Inc.			-9,800.00	
		<b>Total \$</b>	<b>12,338.00</b>	<b>-12,138.00</b>	<b>0.00</b>	<b>\$ 200.00</b>
<b>Total All Services</b>			<b>\$ 13,230.00</b>	<b>-12,138.00</b>	<b>-892.00</b>	<b>\$ 200.00</b>

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**Estimated Hospital Charges**

Consistent with our Patients First mission, financial counselors are available to assist patients who have questions about the charges for services or procedures they may receive at Northwestern Medicine Hospitals and care clinics. Estimates are based on charges for anticipated routine care and recovery, taking into consideration insurance coverage, co-payments, deductibles, coinsurance and other information that may affect personal out-of-pocket costs. Estimated charges for the services or procedures to be performed will be based on data obtained from the most recent year.


To obtain information regarding the estimated charges of services or procedures, please call:  
Financial Counseling  
800-423-0523  
Monday through Friday, 8 a.m. to 5 p.m.

An estimate regarding the charges for services or procedures will normally be provided within two business days.

Actual charges on the final bill may vary from the estimate based on the patient's medical condition, unknown circumstances or complications, final diagnosis and additional recommended treatment ordered by the physician(s). As a result, the final bill may be greater than or less than the estimate provided. Northwestern Medicine makes no guarantees regarding the accuracy of the pricing estimate.

**Billing Help:** If you need help or have questions about your bill, call 844-6-MYBILL (844-669-2455), Monday through Friday, 8 a.m. to 5 p.m., or visit [mybill.nm.org](http://mybill.nm.org).

**\*Important Information About Your New Statement**  
Starting June 7, 2015, your statement will include charges for care received at most Northwestern Medicine hospitals and clinics, specifically: Northwestern Memorial Hospital, Northwestern Medicine Lake Forest Hospital, Northwestern Medical Group clinics and Northwestern Medical Group professional charges. You may continue to receive separate statements for care received before June 7, and statements from Northwestern Medicine Central DuPage Hospital, Northwestern Medicine Delnor Hospital and Cadence Physician Group, in addition to independent physician practices not associated with Northwestern Medicine. We will be adding care received at Northwestern Medicine Central Dupage and Delnor hospitals and Cadence Physician Group soon.

 **For details on your new statement visit [mybill.nm.org](http://mybill.nm.org).**