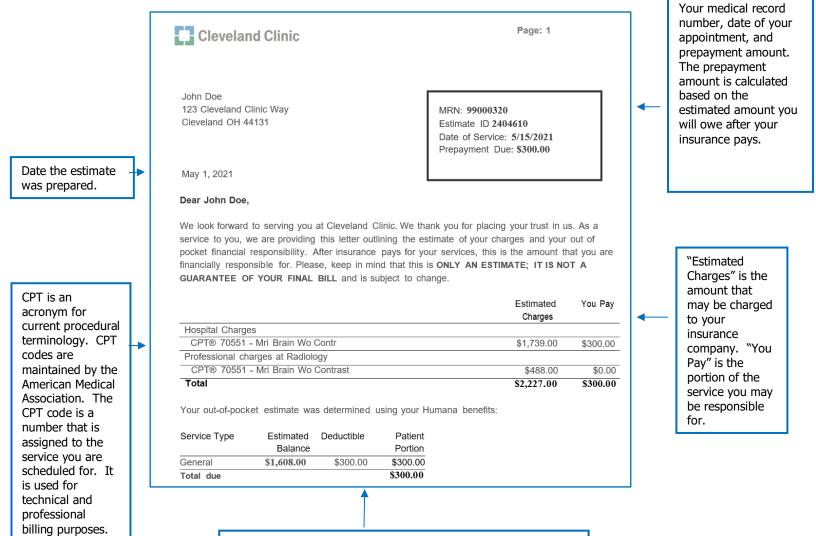
# Understanding Your Cleveland Clinic Estimate

## Page 1: General Estimate Information



This section displays the balance and your portion after your

insurance benefits have been applied.

### Page 2: General Estimate Information

An estimate is an approximate calculation of what will be the total cost incurred for your medical visit. However, an estimate is not a guarantee of your final bill as this is an estimate and it is subject to change. Many variables may impact your amount due. These include, but are not limited to the circumstances noted below:

- · Payer denies your service due to medical necessity, frequency of service or benefit exclusion
- Benefits change since the time of the estimate creation
- If services are cosmetic, elective or non-covered services
- Change in your treatment plan service ordered as a screening but becomes diagnostic during the procedure (often happens with colonoscopy or mammogram). Visit <u>clevelandclinic.org/diagnosticscreening</u> for additional information.
- Complications during your service/care, including pathology, additional procedures, extended
   OR time or additional days in the hospital
- Self-administered drugs Medicare does not pay for self-administered drugs as an observation patient. Visit medicare.gov for more information.
- · Change in insurance coverage prior to service
- Providers, not contracted or employed with Cleveland Clinic, who provide care for you (your surgeon, radiologist, anesthesiologist, or pathologist)
- Cleveland Clinic physicians who utilize third party billers for specific services (eg. radiology and laboratory) therefore, you may receive separate bills for these physicians
- · Additional specialty doctors needed for your care who are unanticipated at the time of order
- Error in the estimate creation

There are many reasons an estimate may differ from the statement you will receive. Above is a list of circumstances that may affect the actual cost of your visit.

This <u>quide</u> may help with common questions related to insurance, billing, and financial assistance.

### Page 2-3: Contact Information and Additional Resources

Patient
Financial
Advocates are
available to
assist with
questions
regarding your
estimate and
payment
options
available.

Sign up for MyChart today to view your estimate, manage your health, schedule and manage appointments, talk with your doctor through a virtual visit, and more! You may have to pay a portion of your financial responsibility prior to receiving service. To serve you better, we are able to take your payment via credit card or electronic check over the phone or at time of your appointment. We offer interest-free payment plans and have a financial assistance program for patients who qualify. Our financial advocates are available to help patients understand their potential financial obligations before they receive care, as well as provide payment option s. Please let us know how we can help.

#### Call

(216) 442-1600 toll-free (855) 831-1284

#### **Email**

InsuranceHelp@ccf.org



### View your estimate online!

Sign up for MyChart using activation code **BFP44-FDWCS-JR9TP**Your code expires on 5/22/2021

Regardless of the accuracy of the estimate, you are responsible for the portion not covered by your insurance plan and/or your specific benefits.

- Estimates from Premier Physician's Group, Union Physician Services, or Indian River Health Services, contain professional/doctor charges only. Additional hospital and/or fees may apply. If you have an associated hospital service, and would like an estimate for the hospital charges, please contact the facility where your service is scheduled.

  Akron General Hospital: (216):442-1600 Insurance Help@ccf.org
  - Akron General Hospital: (216)-442-1600 InsuranceHelp@ccf.org
    Union Hospital: (330) 343-7801 UHUPSBillers@ccf.org
    Cleveland Clinic Indian River Hospital: (772) 226-4100 IRHSEstimates@ccf.org
- For questions regarding your individual plan benefits, please contact your insurance carrier directly
- Visit <u>my.clevelandclinic.org/patients/billing-finance/patient-price-lists</u> for a list of charges for services provided
- If you have any questions, regarding the information included in this estimate, please contact
  us via the phone number or email address listed above.

Again, we thank you for placing your confidence in Cleveland Clinic. We appreciate the opportunity to serve you.



Check out our website at <a href="https://my.clevelandclinic.org/">https://my.clevelandclinic.org/</a> for additional information to prepare for your upcoming visit.

To learn more about MyChart and activate your account. Click here.