

Introducing Your New Statement for Care in the Western Suburbs*

See what's new!

Why a new statement?

As you know, KishHealth System is now part of Northwestern Medicine, your new statement now reflects this relationship. Instead of receiving multiple statements from different care providers, you will receive one statement for all services rendered by Northwestern Medicine locations in the western suburbs.

In a related effort to provide world-class compassionate care for you and your family, we are implementing Epic, a leading electronic health record system, effective April 30, 2017. We respectfully request your patience and understanding during this important transition.

Simplified statement and new payment options

Below you'll find an overview of your new statement, detailing what the different areas of the billing statement indicate.

- Convenient bill pay options:** You have access to new, enhanced payment options including mail, online and even through your mobile device via a QR code. Visit nm.org/billpayment to choose from multiple payment options and sign up to receive paperless statements.
- Balance Summary:** Your new statement will include an overview of care received at Northwestern Medicine hospitals, clinics and convenient care in the western suburbs.
- Account Details:** Your account details include charges for your care received at Northwestern Medicine in the western suburbs*, specifically: Northwestern Medicine Central DuPage Hospital, Northwestern Medicine Delnor Hospital, Northwestern Medicine Regional Medical Group, Northwestern Medicine Convenient Care centers, Northwestern Medicine Kishwaukee Hospital, Northwestern Medicine Valley West Hospital, KishHealth Physician Group and Center for Family Health - Malta.
- Customer Service:** If you need help or have questions about your bill, call 855.286.2861, Monday through Friday, 8 am to 4:00 pm.

To learn more about your payment options, please visit nm.org/paymybill.

Northwestern Medicine
Page 1 of 2

Guarantor ID 0123456
Patient John Doe
Statement Date June 13, 2016

2 **Balance Summary**

Payment Since Last Statement	\$0.00
Open Accounts	
Total Charges	\$567.00
Adjustments & Insurance Payments	-\$25.00
Patient Payments	\$0.00
Open Accounts Amount Due	\$542.00
Payment Plan Accounts	
Patient Payments	\$0.00
Outstanding Patient Balance	\$0.00
Payment Plan Amount Due	\$0.00
Minimum Amount Due	\$542.00

1 **Statement of Services**

4 **MyChart**
Login to <https://mychart.cdh.org/mychart> to view statements and pay your bill.

Pay Online
nm.org/billpayment

Scan QR code for quick access
Customer Service
Call (855) 286-2861 Mon - Fri, 8am-5pm CST

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.

Important Information

Thank you for choosing Northwestern Medicine for your health care services. The amount due reflects your current patient responsibility as of the statement date and does not include any services that are still pending payment from an insurance carrier. Please remit your payment in full.

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

Northwestern Medicine
25 N. Winfield Rd. Winfield, IL 60190

00004640000542003

00006 LZSFQJ
John Doe
2711 Lanepur Lane
Geneva, IL 60134

Guarantor ID 464
Due Date June 8, 2016
Minimum Amount Due \$542.00
Amount I Am Paying

If paying by credit card:
Card Number
Cardholder Name
Exp Date
Signature

Send Inv# 200000218

Northwestern Medicine
PO Box 4050
Carol Stream, IL 60197-4000

Pay this bill online at nm.org/billpayment Call us at (855) 286-2861 for billing help.

Northwestern Medicine
Page 2 of 2

Guarantor ID 0123456
Patient John Doe
Statement Date June 13, 2016

3 **Open Accounts - Details**

Account IDs	Date(s) of Service	Description	Charges	Adjustments & Insurance Payments	Patient Payments	Amount Due
Previously Billed Accounts						
70003846	12/29/15	Hospital Services Central DuPage Hospital	\$414.00	-\$25.00	\$0.00	\$389.00
New Account Details						
New Account IDs	Date(s) of Service	Description	Charges	Adjustments & Insurance Payments	Patient Payments	Amount Due
New Hospital Services						
Account ID : 70003849 Central DuPage Hospital						
	12/29/15	Office Outpatient Visit 15 Minutes	\$123.00			
		Tobacco Use Cess Intrmd 3-10 M	\$30.00			
		Adjustments & Payments		\$0.00	\$0.00	
Account Subtotals :			\$153.00	\$0.00	\$0.00	\$153.00
Open Accounts Totals :			\$567.00	-\$25.00	\$0.00	\$542.00

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
888-663-2874
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.