Introducing…

Vanderbilt University Medical Center’s New Patient Statement Summary

Making Sense of Our Statements

Our Goal:

At Vanderbilt University Medical Center, we continually strive to improve your experience at our facilities. We have developed these new statements that we hope will better meet your needs.

A sample with a brief explanation of our new statement is outlined below.

Questions:

If you have any questions of concerns, please reach out to our Customer Service representatives Monday through Friday 8am to 5pm CST

At Hospital and Clinic or Professional Services
888-274-7849
Walk-in Clinic Services Customer Service
888-274-5274
Statement Explanations

1. Date statement was printed
2. Guarantor and patient information
3. Date the payment is due
4. Number of collection attempts made
5. Financial summary that includes total charges for Services, insurance payments/adjustments and payments
6. Total dollar amount owed by the due date
7. Important information related to the statement
8. Active insurance information currently on file
9. Payment options and Customer Service information
10. Statement due date and amount summaries
11. Online payment options
12. Name and address of person recorded as responsible party for account (guarantor)
13. Statement transactions summary
14. Statement transactions details
15. Financial assistance information
16. Section to update guarantor address and insurance information, if necessary
**Statement Explanations**

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15. **Financial assistance information**
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**Vanderbilt Medical Group**

**Thank you for choosing Vanderbilt Medical Group for your health care needs.**

**Request For Payment**

**Account Summary**
- **Total Charges:** $2,895.00
- **Guarantor:** [Name] (if any)
- **Date of Service:** [Date]
- **Insurance Payments/Adjustments:** $2,472.82
- **Pending with Insurance:** $500.00
- **Amount Due:** $422.18

**Important Message**
- Our records indicate a balance of $422.18 is your responsibility and is now due.
- Thank you for your assistance in handling your account.
- If you have a question or concern, please contact us at 888-274-7649.

**Payment and Other Information**
- **Primary:** United HC Select
- **Second:** None on file
- **Guarantor:** [Name]
- **Patient Name:** [Name]
- **Address:** [Address]
- **Phone:** [Phone]
- **Email:** [Email]
- **Website:** [Website]
- **Payment Options:**
  - Pay by Check
  - Pay by Phone (toll-free) 888-274-7649
  - Pay by Mail
  - Use Payment Hub
  - View Account: [Website]

**Financial Summary**
- **Services:** [List of services]
- **Insurance Payments:** $500.00
- **Adjustments:** $422.18
- **Patient Payments:** $0.00
- **Amount Due:** $422.18

**Important Information**
- **Date statement was printed:** 7/11/2014
- **Guarantor Name:** [Name]
- **Patient Name:** [Name]
- **Account Number:** [Number]
- **Statement Number:** [Number]
- **Statement Date:** 7/11/2014
- **Statement Number:** [Number]

**Vanderbilt Medical Group**

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**Request For Payment**

**Account Summary**
- **Total Charges:** [Amount]
- **Guarantor:** [Name]
- **Date of Service:** [Date]
- **Insurance Payments/Adjustments:** [Amount]
- **Pending with Insurance:** [Amount]
- **Amount Due:** [Amount]

**Important Message**
- Our records indicate a balance of [Amount] is your responsibility and is now due.
- Thank you for your assistance in handling your account.
- If you have a question or concern, please contact us at 888-274-7649.

**Payment and Other Information**
- **Primary:** United HC Select
- **Second:** None on file
- **Guarantor:** [Name]
- **Patient Name:** [Name]
- **Address:** [Address]
- **Phone:** [Phone]
- **Email:** [Email]
- **Website:** [Website]
- **Payment Options:**
  - Pay by Check
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  - Use Payment Hub
  - View Account: [Website]

**Financial Summary**
- **Services:** [List of services]
- **Insurance Payments:** [Amount]
- **Adjustments:** [Amount]
- **Patient Payments:** [Amount]
- **Amount Due:** [Amount]

**Important Information**
- **Date statement was printed:** [Date]
- **Guarantor Name:** [Name]
- **Patient Name:** [Name]
- **Account Number:** [Number]
- **Statement Number:** [Number]
- **Statement Date:** [Date]
- **Statement Number:** [Number]
Questions Regarding My Statements

Can another family member access my online account?
In order to protect your personal health information, only you can access your account unless you have authorized a delegate.

What if I have accounts that do not appear on the website?
If an account has been paid in full and there is no financial activity in the previous 90 days the account will not appear.

Can I access my child's account?
Billing account detail for pediatric accounts is unavailable at this time. However, you may use the easy Quick Pay function to pay your child's account.

Why do I get so many billing statements?
You will receive billing statements from Vanderbilt Medical Group for your professional charges, and from Vanderbilt University Medical Center and Vanderbilt Clinics, and Children's Hospital for your hospital and clinic charges.

Will I receive other billing statements?
On occasion you may receive a separate statement for services such as outside labs used by Vanderbilt, free standing surgical centers, dialysis services and imaging services.

Why did I receive a bill for a doctor I did not see?
Certain physicians help with your medical care even though you may not meet them. Commonly, these are the doctors who read your lab results, X-rays and EKGs, among others.
Questions Regarding My Statements

Will I be able to combine several open accounts for my different visits and pay them at once?
VUMC will combine accounts and allow you to pay as one, in most cases. You must contact a patient financial representative at the phone number on your billing statement to make this request. Since VMG is a separate entity, your physician accounts cannot be combined to your VUMC accounts.

How often will I receive a VUMC / VMG statement?
Every month, you’ll receive a statement that lists what your insurance company still owes and what you owe. Statements continue until all payments are made.

Who is responsible for paying my bill?
Any insurance plan you provided at the time of service will be billed and any remaining balance will be billed to you.

May I pay my bill with a credit card?
Yes. VUMC / VMG accepts Visa, MasterCard, Discover and American Express. You can make credit card payments at www.VanderbiltHealth.com

How can I pay my VUMC / VMG bill?
If you would like to pay your balance in full, please use one of the following options:

- **Online** – VUMC / VMG now offers a secure way for you to pay your Vanderbilt bills online. You can access online pay by going to www.VanderbiltHealth.com and selecting “Pay My Bill.”
- **By Telephone** – Call your Customer Service Representative to make a payment using a debit card, a credit card, or an electronic check transaction. To contact your Customer Service Representative, use the telephone number listed on any bill you have received.
- **By Mail** – Send your payment with the billing statement you have received, through the postal mail.
- **In Person** – You can make a payment in person at any VUMC / VMG facility where you received care.

PLEASE NOTE: We accept most major credit cards and bank debit cards.
Questions Regarding My Statements

Why does the statement show a total account balance when I have insurance coverage?
VUMC / VMG probably hasn't yet been paid by your insurance company. However, if your insurance plan does not cover the services you received, you are financially responsible for them.

Why is my insurance applying my VUMC charges to an outpatient deductible?
Any services received outside of the “office visit,” such as lab work, x-rays, testing (hearing, blood sugar check, urinalysis) and minor procedures will be paid separately and may be included in your outpatient deductible. Check your policy prior to your visit to determine what your outpatient deductible is for your particular plan.

What does “adjustment” mean?
“Adjustment” refers to the portion of your bill that your hospital or doctor has agreed not to charge you.

What if I cannot pay the amount I owe in full?
In many cases, we can help establish a 6 or 12 month interest-free payment plan or loan. Partial payments made toward your balance will not stop collection activity unless you have made payment arrangements with us.

Call to discuss payment options:

<table>
<thead>
<tr>
<th>Hospital and Clinic or Professional Services Customer Service</th>
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How can I get financial assistance for my bill?
Please review the eligibility criteria in our Financial Assistance brochure. If your income falls within the guidelines for your household, a financial representative can assist you with the application process.
How do I differentiate between professional services and hospital services statements?
The statements logos on the top left corner of the first statement page can help you identify the statement type and which entity is responsible for the services within the statement. Below are the list of logos and each corresponding Vanderbilt Health System entity.

<table>
<thead>
<tr>
<th>Logo</th>
<th>Statement Entity</th>
<th>Services Offered by Entity</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Walk-In Clinic Logo" /></td>
<td>Professional Walk In Clinic</td>
<td>Professional services offered at the walk in clinic locations</td>
</tr>
<tr>
<td><img src="image" alt="Vanderbilt Medical Group Logo" /></td>
<td>Professional Services</td>
<td>Professional services offered by the Vanderbilt medical group staff at any location including hospitals and outpatient clinics</td>
</tr>
<tr>
<td><img src="image" alt="Admissions Medical Center Logo" /></td>
<td>Adult Hospital and Clinic Services</td>
<td>Hospital and outpatient clinics adult services offered during an admission, ER visit, or hospital outpatient visit</td>
</tr>
<tr>
<td><img src="image" alt="Children's Hospital Logo" /></td>
<td>Children Hospital and Clinic Services</td>
<td>Hospital and outpatient clinics children services offered during an admission, ER visit, or hospital outpatient visit</td>
</tr>
</tbody>
</table>