## Understanding Your Monthly Billing Statement



The UCSF Monthly Statement shows activity and balances due for hospital and professional services where a patient liability has been incurred.

This statement displays both professional and hospital-based accounts and the date the services were provided.

The first page provides an overall summary of the amount owed for the services that have been provided. Subsequent pages provide account detail information.

Different accounts that were established for different service dates can be identified in the detail displayed on the second and subsequent pages.

- 1 GUARANTOR NAME AND ADDRESS: The person or party who is financially responsible for all the accounts on the statement.
- 2 PATIENT: Name of the patient who received the services.
- 3 BILL TO: This is the name of the guarantor of this account.
- 4 STATEMENT DATE: The date the statement was created.
- 5 NEW ACCOUNT BALANCE:
  Current balance as of the date of this statement. Charges, Payments, and Adjustments posted after the statement date will be seen in MyChart, but this statement is static, it reflects your balance on the statement date and will not update based on future activity.
- 6 MINIMUM AMOUNT DUE: The amount you are required to pay.
- 7 DUE DATE: The date that payment is due.
- 8 PAYMENT OPTIONS: This section advises on the various payment options available. You can also scan the QR code in this section with your smartphone to make a payment.
- 9 GUARANTOR ACCOUNT TYPE: UCSF uses different guarantor account types to separate sets of services.
- 10 GUARANTOR NUMBER: A unique number assigned to the Guarantor.
- 11 ONLINE PAYMENT OPTIONS: Details way to pay your balance.
- MYCHART BILLING INQUIRES / CUSTOMER SERVICE OPTIONS: The link in this section provides information on access to the UCSF MyChart web page.
- HELP UNDERSTANDING YOUR STATEMENT
- 14 RETURN PAYMENT COUPON: Use this coupon to mail in a check payment to our bank.



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SOME IMPORTANT INFORMATION ABOUT YOUR ACCOUNT

. Payment Terms/Financial Policy

This patient statement is a summary of services, charges, payments, and adjustments applied to your accounts. This is a consolidated bill for the hospital and physician services at UCSF Health. Uninsured patients automatically receive a discount for services and is reflected on your statement. For patients who have insurance coverage, UCSF Health sends statements to patients or their guarantor after the insurance has

## 4. Frequently Asked Questions "Where can I call if I have questions about my bill?"

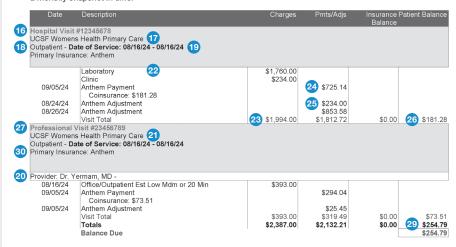
Pléase call toll free at 1-866-433-4035, Monday - Friday between the hours of 8:00 a.m. to 4:00 p.m., excluding holidays. Additional information is available on-line at <a href="https://www.ucsfhealth.org">https://www.ucsfhealth.org</a> in the "For Patients" section. Our website also offers a wide range of useful information about UCSF and other help topics.

"How can I pav mv bill?"

15 SOME IMPORTANT INFORMATION ABOUT YOUR ACCOUNT: Please read these important notifications from UCSF about your statements and accounts.

## VISIT DETAILS

Statements are generated every 30 days. Please allow transactions posted to your account after your last statement will appear on your next statement. MyChart will show transactions immediately, but statements are a monthly snapshot in time.



- VISIT NUMBERS: Your hospital and professional account number[s] are found on the second and subsequent pages of your statement. You may have more than one account number for the same service (for example, Radiology and Pathology) if both hospital and (separately billed) professional charges apply.
- 17 DEPARTMENT NAME: The name of the department where the service was performed.
- 18 INPATIENT / OUTPATIENT: This designation separates inpatient admissions from outpatient services.
- DATES OF SERVICE: The dates when the service was performed.
- 20 PRIMARY INSURANCE: Your primary insurance coverage at the time of service.
- 21 PROVIDER: For professional billing accounts, the billing provider.
- PROVIDER: Identifies the UCSF provider or department who provided the services.
- CHARGE DESCRIPTION: The description of the service, payment, or adjustment code.
- CHARGE AMOUNT: The amount charged for the service.

- 25 INSURANCE PAYMENT: The insurance payments received on this account
- 26 INSURANCE ADJUSTMENT: Insurance atdjustments were posted to this account.
- 27 PATIENT LIABILITY: The patient liability amount remains on this account.
- PROF ACCT#: Identifies the account number for the professional services provided by your physician.
- 29 TOTAL AMOUNT OWED THIS STATEMENT: The sum total of all patient liability amounts on all accounts on this statement.
- 30 COVERAGES ON ACCOUNT: Displays the insurance coverage[s] that UCSF has on file for the patients on this statement.

