

## How to Read Your New St. Luke's University Health Network's Billing Statement

St Luke's University Health Network is pleased to introduce our redesigned monthly statement starting. Your new statement will reflect updated services and features in a new, easier-to-read, customer-friendly format. This new statement applies to services from January 9, 2016 to present

### 1. Patient Number

Please use the account number when making payments or speaking with customer service.

### 2. Account Summary

Summarizes open balances on your account.

### 3. Payment Methods

Easy payment options available online or by phone.

### 4. Important Messages

Messages, account status, reminders and financial assistance contact information.

### 5. Customer Service

Customer service phone #'s and hours of operation.

### 6. Payment Coupon

When mailing in your payment please detach and place in the return envelope provided.

### 7. Facility/Practitioner Visited

Identifies the facility visited and referenced in accordance to the details in this section.

### 8. Description

Details the billed charges, insurance payments, insurance adjustments, and patient payments applied to the specific date of service.

### 9. Total Amount Due

Represents the amount you currently owe.

Page 1 of 4

**St Luke's**  
UNIVERSITY HEALTH NETWORK  
801 Ostrum St, Bethlehem, PA 18015

001809 127818R  
JOHN DOE  
123 EASY ST  
BETHLEHEM, PA 18015

**1** Patient Number 123456

**2** Accounts Summary

Statement Date	03/21/2016
Patient Name	John Doe
<b>Total Patient Responsibility</b>	<b>\$825.00</b>
Amount Due Not On Payment Plan	\$50.00
Payment Plan Amount Due	\$100.00
<b>Minimum Amount Due</b>	<b>\$150.00</b>

This statement includes Hospital services from January 9, 2016 to present

**Insurance Information**

Primary Insurance: Cigna  
Secondary Insurance: Blue Shield California

**3** Payment Methods

- Pay online at [sluhn.org/pay](http://sluhn.org/pay)
- Pay by phone 1-484-526-3150  
1-800-218-7359
- Patient Portal coming soon to St. Luke's

**4** Important Messages

Thank you for choosing St Luke's University Health Network as your health care provider. Our records indicate we have not received payment for the balance due. If payment has been made within the last ten days, please disregard this statement.

If you are having difficulty meeting your obligation, please contact us immediately. Otherwise, prompt payment is appreciated.

**5** Customer Service

1-484-526-3150, 1-800-218-7359  
Hours of operation:  
Monday through Friday 8 am to 8 pm EST;  
Saturday 8 am to 12 pm EST

Please detach and return bottom portion with your payment.

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**6** Pay Online  
[sluhn.org/pay](http://sluhn.org/pay)

Account Number 123456 Patient Name John Doe Due Date Upon receipt

Card Number

Exp. Date

\*Credit card can not be processed without signature

**Minimum Amount Due \$150.00**

**Amount Enclosed**

If paying by check  
Please make check payable to St Luke's University Health Network.  
Include your Hospital Service and/or Physician Service account # on your check

St. Luke's Health Network  
P.O. Box 5489  
Bethlehem, PA 18015

Page 3 of 4

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Account Number 123456  
Patient John Doe  
Statement Date 03/21/2016

**7** Accounts Not On Payment Plan

Description	Charges	Insurance Pmt/Adj	Patient Pmt/Adj	Patient Responsibility
<b>Hospital Services</b>				
1005000 FAMILY PRACTICE				
1/7/16 IMMUNIZATION	\$200.00			
Aetna Insurance Pymt		-\$100.00		
Cigna Insurance Pymt		-\$25.00		
Patient Payment			-\$50.00	
<b>Account Subtotal</b>	<b>\$200.00</b>	<b>-\$125.00</b>	<b>-\$90.00</b>	<b>\$25.00</b>
1004000 FAMILY PRACTICE				
1/9/16 REGULAR VISIT	\$200.00			
Aetna Adjustment		-\$125.00		
Patient Payment			-\$50.00	
<b>Account Subtotal</b>	<b>\$200.00</b>	<b>-\$125.00</b>	<b>-\$50.00</b>	<b>\$25.00</b>
<b>Account (Non-Pay Plan) Totals</b>	<b>\$400.00</b>	<b>-\$250.00</b>	<b>-\$100.00</b>	<b>\$50.00</b>

**8**

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**PAYING ONLINE IS EASY & SECURE**

pay online at: <http://www.sluhn.org/pay>