


How to Read Your Bill

FOR POST OFFICE USE ONLY
Mercy Fort Smith
PO Box 2580
Springfield, MO 65801




Paul J Trix
123 Market Lane
OZARK AR 72949

If paying by credit card, check card using for payment		
CARD NUMBER	EXP DATE	
SIGNATURE	\$	
STATEMENT DATE 10/08/18	DUE DATE 11/05/18	AMOUNT DUE 198.00
		ACCT NUMBER 100002284

MAIL PAYMENT TO:

MERCY FORT SMITH
PO BOX 505397
ST. LOUIS, MO 63150-5397

06092398660001000022840000000198000



Account # 100002284 Amount Due: \$198.00

Account Status
Thank you for choosing Mercy. Your Mercy balances now due are included on this bill. Please pay the amount shown above by the due date.

See the other side of this statement for details regarding your services. For assistance in reading your bill, please visit mercy.net/BillFAQ. If you have additional questions or need assistance, call Customer Service at 855-420-7900.

You can pay your bill:

- Online at mercy.net; your MyMercy activation code is **SP65M-GPHMG-F2MBG**
- By mail, with check, credit card or money order
- By phone, 855.420.7900. For 24/7 automated bill payment, Option 4; to talk to an account specialist Monday-Friday 7:30 a.m. to 8:00 p.m. Central Time, Option 0
- By using our Quickpay service at Mercy.net/PayMyBill
- To set up a 0% interest payment plan, call Mercy Customer Service at 855.420.7900


IMPORTANT
If your address or insurance information has changed, please contact us at the number on the reverse side. If we do not have your current plan information, you will be responsible for all charges incurred.

Mercy does not discriminate against any person on the basis of race, color, national origin, disability or age in admission, treatment or participation with programs, services, activities or employment.

Page 1

- 1 Payment Slip:** Use this coupon section to return payment by mail. If you are paying by credit or debit card, select box for payment type and provide details. Write in amount being paid directly above the amount due. Make note of the payment due date.
- 2 Account Information:** Includes your Mercy guarantor* account number and current total amount due. Save this portion for your records.

*Guarantor is the person responsible for charges of others on their health insurance plan.
- 3 Account Status:** Details your current payment status and tells you what action is required (along with any additional notifications).
- 4 Payment Options:** Mercy gives you multiple ways to pay your bills: mail, phone or **online**. We recommend setting up a **MyMercy** account. If you don't have one yet, we've made it easy by listing an activation code here. If needed, you can call the customer support number listed here to ask about setting up a 0% interest payment plan.

 **Go Green:** Learn how to switch to **Paperless Billing** and you'll save both time and trees.



How to Read Your Bill [cont.]

5

Contact Information
Any correspondence and all communications concerning a disputed debt, including any payment tendered as full satisfaction of debt, must be sent to the following address:

Mercy Business Services
1730 EPortland Street
Springfield, MO 65804

Insurance & Address Updates
Contact us if your address or insurance information (including group numbers) has changed. You may be responsible for all charges if we do not have current information.

- Online at mymercy.net
- By phone at 844.841.3973

Assistance Programs
Mercy offers financial assistance to patients for emergency and medically necessary services. Read more and download the application at www.Mercy.net/charity

If you are uninsured, call the Mercy Coverage Assistance Program at 855.900.4140

6

	b	c	d	e	f	g	h
	Date	Description	Charges	Insurance Pmts/ Adjs	Patient Pmts/ Adjs	Insurance Balance	Patient Balance
a	Acct # 7000000000518 Paul J Trix - Mercy Clinic Primary Care Free Ferry						
	10/08/18	Outpatient Visit	\$176.00				
		Other Adjustments			-\$77.00		
		Totals	\$176.00		-\$77.00		\$99.00
a	Acct # 7000000000519 Kenny J Trix - Mercy Clinic Primary Care Free Ferry						
	10/08/18	Outpatient Visit	\$176.00				
		Other Adjustments			-\$77.00		
		Totals	\$176.00		-\$77.00		\$99.00
				i	Balance Due		\$198.00

5

Contact Notifications: Contacts for billing information and disputing a debt, Payment Assistance program and ways to update your insurance and the place for you to update your contact information.

6

Service Details: This section provides an itemized table of services, including:

- a Account #:** Relates to individual service along with patient name and location of service provider.
- b Date** of services rendered.
- c Description:** a list of services provided.
- d Charges:** Broken out based on the list of services provided and sub-totaled. These amounts will be billed to any applicable insurance on file.
- e Insurance Payments/Adjustments:** Includes any payments or adjustments made directly to Mercy from your insurance provider(s).
- f Patient Payments/Adjustments:** Shows any payments or adjustments that have already been made by you or on your behalf.
- g Insurance Balance:** Lists what is yet to be paid by your insurance company.
- h Patient Balance:** This is the remaining amount you owe Mercy after all applicable adjustments have been subtracted from the amount charged.
- i Balance Due:** This is the total of all itemized patient balances due for this billing statement.