Statement Walkthrough

The information below will help to explain each section of your statement.

1. The Sutter Health medical foundation or facility where you were seen.

2. A Hospital Services Bill Summary is a statement from a Sutter Health hospital. A Physician Services Bill Summary is a statement from your doctor.

3. Summary of your outstanding balance. This includes:
   a. Previous balance.
   b. New charges since your last statement.
   c. Payments/adjustments received since your last statement.*

4. The total amount due, due date and reminder for overdue accounts, if applicable.

5. Insurance information we have on file for you.

6. Patient and Guarantor information. The patient is the recipient of the services and the guarantor is the responsible party for the balance due. The Guarantor Account # is your unique identifier. For hospital services, you will see Hospital Account #.

7. Payment options with billing and financial assistance contact information.

8. Include this payment slip in the envelope if you mail in a check payment. For your security, do not send credit card information.

9. Total amount due from patient/guarantor with the due date.

10. This section includes information about:
    a. Type of service provided.
    b. Date(s) of service.
    c. Name of the provider (physician statement only).
    d. Charges and associated payments/adjustments.**
    e. Balance owed.
    f. Summary of services (initial hospital statement only).
    g. Insurance remarks, if applicable.

11. Information on the Fair Debt Collection Act (hospital statement only).

12. Information about the Sutter Health online patient portal, My Health Online (MHO).

Note: For hospital services, you will receive a separate statement for each visit. For Physician services, you will receive one statement inclusive of all services received.

*Payments: the amount you have paid and/or your insurance provider has paid. Adjustments: the amount that the healthcare provider has agreed not to charge.

**For more detailed information on charges, call the number listed within the “Billing Help” section, Item #7.