

MultiCare billing statement walkthrough

MultiCare billing statements include provider and hospital fees on one combined statement. Please review the information below about what is included in these statements.

1 – Account Information

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

2 – Account Summary

Summary of charges, payments and total amount due.

3 – Notifications

Important notification messages, account status, reminders and special offers.

4 – Payment Options


Easy ways to make your payments by phone, mail or online via MyChart.

5 – Contact Us

Please use this information to contact us with any questions.


6 – Payment Coupon

If paying by mail, detach this payment coupon and place in the return envelope provided.





1 of 2

3 Thank you for trusting MultiCare with your health care needs. Please submit payment of \$1,276.71 upon receipt, or to set up a payment arrangement please call our customer service team.


4  **Pay Online with MyChart**
The easiest and most secure way to make payments, view your statement, contact customer service, schedule appointments and more! Visit us at www.multicare.org/getmychart and click "Sign Up Now".
Your activation code:

Not interested in signing up for MyChart? Still want to pay online? Use this information for our easy online payment option **GUAR ID: 0000000**
NAME: Doe
www.mychart.multicare.org/mymulticare/

5  **Pay by Phone/Customer Service**
Our offices are open 7:30AM to 5PM, Monday through Friday. Please call us at 1-800-919-1936

 **Pay by Mail**
Complete the form below and return with payment in the enclosed envelope.

6



PO Box 5299
Tacoma, WA 98415-0299
MS: 1313-5-CUS

Make checks payable to MultiCare Health System

John Doe
123 5th Ave
TACOMA, WA 99415

1 **Your Account Information**

Statement Date	January 01, 2023
Account Number	0000000
Account Name	John Doe

2 **Account Summary**

Charges	\$2,782.00
Payments	-\$1,505.29
Insurance Paid	\$-1,505.29
You Paid	\$0.00
Your Responsibility	\$1,276.71*

Financial Assistance Information

You may qualify for Financial Assistance. Services provided at MultiCare's urgent/prompt care locations are excluded from MultiCare's Financial Assistance Policy. For a copy of our Financial Assistance policy or to learn about your options, please visit www.multicare.org/financial-assistance/ or call 1-800-919-1936

Puede calificar para asistencia financiera. Servicios proporcionado en atención urgente/ rápida de MultiCare ubicaciones están excluidas de MultiCare's Financial Políticade asistencia. Para obtener una copia de nuestro Financial Políticade asistencia o para conocer sus opciones, por favor visita www.multicare.org/financial-assistance/ o llamar 1-800-919-1936

Keep this portion for your records
Pay by mail - detach this portion and return with your payment

<input type="checkbox"/> VISA		<input type="checkbox"/> MASTERCARD		<input type="checkbox"/> DISCOVER	
CARDHOLDER NAME					
CARD #			EXP DATE		
SIGNATURE				CVV	
ACCOUNT	0000000	AMOUNT ENCLOSED			
AMOUNT DUE	\$1,276.71	\$			
DUE DATE	UPON RECEIPT				

My address or insurance information has changed. I have written the changes on the back of this form.

MultiCare Health System
P.O. Box 102809
Pasadena, CA 91189-2809

00111222333344440001234567

Questions?

Call us at 800-919-1936

Thank you for choosing MultiCare.

See the information below about how to read the details page of your bill.

7 – Hospital Services

Charges, payments, adjustments, balance and a description of the care you received will be listed under this heading.

8 – Visit Number

If you have questions about a particular service or charge, please have the visit number available so we can quickly help locate the service in question.

9 – Balance Due for Hospital Services

Provides the amount due.

10 – Professional Services


Charges, payments, adjustments, balance and description of the care received will be listed under this heading.

11 – Balance Due for Professional Services

Provides the amount due.

12 – Total Balance Due

Provides the combined total of Hospital Services and Professional Services. This is the amount you owe.

Date		Description	Charges	Prmts/Adjs	Patient Balance
2 of 2					
MultiCare 			Statement Date January 01, 2023		
			Account Number 0000000		
			Account Name John Doe		
Hospital Services					
John Doe's					
Visit #000000001					
Visit to Tacoma General Hospital on December 14, 2022					
Treatment/Observation Room			\$728.00		
12/14/22	Insurance Company Payments		\$1,338.00		
Deductible: \$949.94				\$0.00	
12/14/22	Insurance Company Adjustments			-\$1,116.06	
Your Responsibility					\$949.94
Totals for Hospital Service			\$2,066.00	-\$1,116.06	\$949.94
Professional Services					
John Doe's					
Visit #000000002					
Visit to Tacoma General Hospital on December 14, 2022					
Provider - Doogie Houser, MD					
12/14/22	P ACTIVE WOUND CARE FIRST 20 SQ CM OR LESS		\$203.00		
12/14/22	Insurance Company Payments			\$0.00	
Deductible: \$52.50					
12/14/22	Insurance Company Adjustments			-\$150.50	
Your Responsibility					\$52.50
John Doe's					
Visit #000000003					
Visit to Tacoma General Hospital on December 15, 2022					
Provider - Doogie Houser, MD					
12/15/22	PR OFFICE/OUTPATIENT ESTABLISHED MOD MDM 30-39 MIN		\$305.00		
12/15/22	Insurance Company Payments			\$0.00	
Deductible: \$166.20					
12/15/22	Insurance Company Adjustments			-\$138.80	
Your Responsibility					\$166.20
John Doe's					
Visit #000000004					
Visit to Tacoma General Hospital on December 16, 2022					
Provider - Doogie Houser, MD					
12/16/22	PR OFFICE/OUTPATIENT ESTABLISHED LOW MDM 20-29 MIN		\$208.00		
12/16/22	Insurance Company Payments			\$0.00	
Deductible: \$108.07					
12/16/22	Insurance Company Adjustments			-\$99.93	
Your Responsibility					\$108.07
Totals for Professional Service			\$716.00	-\$389.23	\$326.77
Total Balance Due			\$2,782.00	-\$1,505.29	\$1,276.71*

*Please note that balances reflected on your statement may not match what is shown in MyChart. MyChart balances are real time, therefore charges, payments or adjustments that occur after your statement is generated may alter the balance shown in MyChart.

Questions?

Call us at 800-919-1936

Thank you for choosing MultiCare.