



# Guía para la factura de St. Luke's

Gracias por elegir a St. Luke's Health System. St. Luke's Patient Financial Experience (Departamento de Experiencia Financiera del Paciente) ha descubierto un retraso en el envío por correo de los estados de cuenta.

Como resultado de este retraso, sus cuentas y plan de pagos, se han puesto al corriente. El proceso de la facturación estándar será reiniciado.

## Datos de la factura:

- ① Mensajes importantes específicos para usted.
- ② Opciones de pago e información de contacto para Patient Financial Services (Servicios Financieros para Pacientes).
- ③ Identificador exclusivo del garante o de la persona responsable por el saldo pendiente de pago.
- ④ Cantidad total de saldos adeudados.
- ⑤ Escanee el código QR y pague en línea via [stlukesbillpay.com](http://stlukesbillpay.com).
- ⑥ Cupón para el envío del pago.
- ⑦ Resumen del estado de cuenta que muestra una tabla de saldos adeudados.
- ⑧ Resumen y estado del plan de pagos.
- ⑨ Información detallada de su cuenta, incluidos:
  - Número de cuenta
  - Nombre del profesional médico
  - Ubicación de la visita
  - Información de la cobertura del seguro médico
  - Detalles de la cuenta

**THIS IS A BILL**  
Page 3 of 3  
Statement Date: 09/28/2022  
Guarantor ID: 123456  
Guarantor: John Q. Sample  
Guarantor Phone #: 208-321-7654

**STATEMENT SUMMARY**  
This is a summary table of all balances owed.

Summary	Charges	Insurance Pmts/Adjs	Patient Pmts/Adjs	Outstanding Balance
Payment Plan	\$7,418.31	-\$1,994.47	-\$4,432.32	\$991.52
Resolved Balances	\$346.32	\$0.00	-\$346.32	\$0.00
<b>Totals</b>	<b>\$7,764.63</b>	<b>-\$1,994.47</b>	<b>-\$4,778.64</b>	<b>\$991.52</b>

**PAYMENT PLAN**  
Thank you for establishing a payment plan on the account(s) below.

Account 123456789 01/19/22 Remaining Balance:  
St. Luke's Clinic - Rheumatology: Meridian  
Account 234567891 01/20/22 Number of Payments Left:  
Infusion Services at St. Luke's Nampa Medical Center  
Account 345678912 04/14/22 Monthly Due:  
Infusion Services at St. Luke's Nampa Medical Center  
Account 456789123 07/07/22  
Infusion Services at St. Luke's Nampa Medical Center

**RESOLVED BALANCES**  
Thank you for your payment(s).

Date	Description	Charges	Insurance Pmts/Adjs	Patient Pmts/Adjs
05/19/2022	Radiology - Diagnostic Patient Payments	\$283.00		-\$56.60
	Patient Adjustments			-\$226.40
	<b>Totals</b>	<b>\$283.00</b>	<b>\$0.00</b>	<b>-\$283.00</b>
08/11/2022	HYDROCODONE 10 MG-ACETAMINOPHEN 325 MG TABLET (0406-0125-01) (qty: 112)	\$63.32		-\$12.66
	Patient Payments			-\$50.66
	Patient Adjustments			-\$63.32
	<b>Totals</b>	<b>\$63.32</b>	<b>\$0.00</b>	<b>-\$63.32</b>
	<b>Totals for Resolved Balances</b>	<b>\$346.32</b>	<b>\$0.00</b>	<b>-\$346.32</b>

**YOUR INSURANCE COVERAGE**  
Insurance has been billed for your visit(s) and has been added to eligible accounts as reflected in account details. Subscriber is partially redacted in order to protect sensitive information. Please consult your insurance carrier to review claims and explain benefits. Contact us to provide or update insurance information for previous visits.

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Page 1 of 3  
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John Q. Sample  
45678 W Anystreet Dr  
Boise ID 83709-5412

**Payment Options**

- ② **Pay Online** - [stlukesbillpay.com](http://stlukesbillpay.com)  
One Time Payment or Financing Options
- Pay by Phone** - Patient Financial Services  
(208) 706-5734 or (844) 234-4404  
M-Th 8:00 a.m. to 8:00 p.m. MST  
Fri 8:00 a.m. to 5:00 p.m. MST  
Sat 8:00 a.m. to 12:00 p.m. MST
- Pay by Mail**  
Complete the coupon below and return in the enclosed envelope.  
Please call to discuss payment arrangements. See back of notice for financial care options.

**Important Message**  
① St. Luke's may be required to split the cost of a visit into two portions, the provider service fee is one unique account and the facility fee is another unique account. This may result in multiple account numbers for the same date of service. These accounts may be reflected on separate statements.

**Summary**  
④

Guarantor: John Q. Sample	Guarantor ID: 123456
Payment Plan Amount Due	\$75.00
<b>Current Balance Due by 10/27/2022</b>	<b>\$75.00</b>

Scan QR code to go to [stlukesbillpay.com](http://stlukesbillpay.com)

Detach coupon and return with your payment. Include the Guarantor ID on the memo line of your check.

PO BOX 2578  
BOISE, ID 83701-2578

**5**  VISA  MASTERCARD  DISCOVER  AMEX

Cardholder Name \_\_\_\_\_ Zip Code \_\_\_\_\_  
Card Number \_\_\_\_\_ Exp Date \_\_\_\_\_ CSV Code \_\_\_\_\_

**6 PAYMENT COUPON**

ADDRESS SERVICE REQUESTED

Check box if your address or insurance has recently changed and complete the form on the back of this coupon.

Signature _____	Guarantor Acct. # 123456	Total Due This Payment \$75.00
Notice Date 9/28/2022	Payment Due By 10/27/2022	AMOUNT PAID HERE \$ _____

Make checks payable to: ST. LUKE'S HEALTH SYSTEM

John Q. Sample  
45678 W Anystreet Dr  
Boise ID 83709-5412

ST. LUKE'S HEALTH SYSTEM  
PO BOX 2578  
BOISE, ID 83701-2578