



Understanding Your UnityPoint Health Bill

We have made every effort to make our bills easy for our customers to review and understand. Here is a description of some of the main parts of our patient bill.

- In the return coupon on the lower left part of the bill, the Billing Address and Guarantor Name is shown. This is the person designated to receive the monthly billing statements. This person is responsible for coordinating the billing, payment and insurance coverage for the account.
- At the top of the bill, on the right-hand side, the web address of <http://UnityPoint.AHmycare.com> is given where you may pay your bill online as well as the customer service telephone number of 1-844-849-1260 for assistance with your bill, or financial assistance information is available at <http://www.unitypoint.org/FAP>.
- In the Monthly UnityPoint Health Summary section in the middle of the bill, there are several important pieces of information for you:
 - There is a section for each encounter being billed. In the blue bar the Patient Account Number is printed. This is the account number of the person who received services. Please refer to this number when calling with any questions. The patient name and date of this encounter is also shown on this line.
 - In the left-hand column, the Provider name is listed, the location where your care was provided and also if any insurance was billed for these services.
 - In the second column, "Charges," there is a brief description of what health care services were provided to you.
 - The third column is "Charge Amount." This shows you any charges for new services that you have received during the past month.
 - The next columns show any Insurance Payments and Adjustments, and Other Adjustments. These adjustments reduce the amount that you need to pay.
 - The next column, "Patient Paid," shows what you have already paid to us for these services.
 - The last column, "Amount Due," shows the current balance of each account.
- At the very bottom of the Monthly Summary, in a yellow bar on the right side, the "Amount You Owe" is printed. It includes both your previous charges and charges for the current month.

If you have questions, we are here to help! Please contact our billing processor about any questions regarding your hospital or clinic bill by calling 1-844-849-1260.