



Should you wish to pay online, pay over the phone or speak with a representative

PAY ONLINE OR BY PHONE (24/7) AT:

 carecentrix.com/patients  **877-989-9059**

To speak to a representative, call (800) 808-1902

Print Date: 2/10/2020

Statement Date: 02/10/2020

Who is CareCentrix?

CareCentrix is an expert in home health care coordination. We work on behalf of your health plan to help ensure your covered home health care is delivered by network providers with the appropriate training. CareCentrix is also responsible to collect home health care payments as specified by your health plan.

SIMPLE, SEAMLESS AND SECURE



Create a healthcare Account today and simplify the way you manage and pay your healthcare bills. Plus, view payment history and eStatements, set up automatic payments and manage payment methods 24/7.

Get started now at www.carecentrix.com/patients

► **Services for FIRST LAST NAME - HEALTHPLAN ID - XXXXXXXX0000**

The ID number located here may be requested when speaking with a representative.

| DATE OF SERVICE | HCPC CODE | SERVICE PROVIDER | DESCRIPTION OF SERVICE | CHARGES |
|--|-----------|--------------------|---|---|
| Account #: 5650-XX000 Invoice #: 5650-1111111 Intake Patient ID: 9999999 | | | | |
| 01/01/20 | E1390 | RENDERING PROVIDER | O2 CONC, MANUF SPEC MAXFLORATE=2LTS PER | \$180.36 |
| PLEASE SEE REVERSE SIDE FOR IMPORTANT MESSAGES The balance due reflects your responsibility after insurance consideration. If you have any questions concerning your benefits, contact your insurance company. For billing questions call Customer Service at our toll free number 800-808-1902. Monday - Friday 8am to 6pm EST. | | | | Total Insurance Charges \$180.36 |
| | | | | Total Payments Received \$0.00 |
| | | | | Insurance Pending \$0.00 |
| | | | | Adjustments \$0.00 |

This is your patient account number and invoice number which are needed when making a payment or setting up your account through the patient portal. Multiple invoices may be associated with a single account.

Patient Payment Amount Due by 03/11/2020: \$180.36

Here you will find out the total balance of what you owe on this statement and when it is due.

IMPORTANT MESSAGE

If you had government program secondary coverage (for example, Medicare, Medicaid, Tricare) on the above date(s) of service, you are not required to pay this bill, but you must contact us at 800-808-1902 to ensure we have your current correct secondary coverage information on file.

▼ Please detach and return with your payment ▼



PO Box 2011 | Monroe, WI 53566-8311

For FIRST LAST NAME

Invoice #: 5650-1111111 \$180.36

Payment Amount Due By 03/11/2020: \$180.36

Credit Card # ☐ VISA ☐ DISCOVER
☐ MASTERCARD

Expiration Date

Security Code

Enclosed

FIRST LAST NAME
STREET ADDRESS
CITY, STATE ZIP

The CareCentrix address for mailing payments is available here

The CareCentrix mailing address for non-payment related mail.

Please direct Legal Correspondence or Bankruptcy Notifications to:
Patient Billing, CareCentrix, 9119 Corporate Lake Drive, Tampa, FL 33634

CARECENTRIX
PO BOX 277947
ATLANTA GA 30384-7947



Should you wish to pay online via the patient portal, make a payment over the phone or speak with a representative.

CareCentrix works for you and your health plan to coordinate your home care needs through our network of qualified home healthcare providers.

Who is CareCentrix?

CareCentrix is an expert in home health care coordination. We work on behalf of your health plan to help ensure your covered home health care is delivered by network providers with the appropriate training. CareCentrix is also responsible to collect home health care payments as specified by your health plan.

Who do I call if I have questions?

If you have a medical question, please call your local doctor, nurse or health care provider. CareCentrix cannot answer medical questions. If you have a medical emergency, call 911.

For questions about your home health benefits, contact your health insurance plan by calling the number on the back of your insurance card.

For Billing questions, call our toll free Customer Service number at 800-808-1902.

If you suspect fraudulent or other illegal activity, call our toll free Compliance Hotline at 877-848-8229.

How do I pay my co-pay, co-insurance or deductible?

If your plan requires you to pay a co-pay, deductible or coinsurance for home health care services, you are required to pay CareCentrix this amount at the time of your service.

There are three ways you can pay:



Mail: Complete the payment portion of this statement and mail it back with payment in the enclosed envelope.



Pay by Phone: 877-989-9059.



On-line: visit www.carecentrix.com/patients

CareCentrix accepts all major credit cards and check payments over the phone or online.

Why don't I pay this amount to my care provider?

CareCentrix has paid your home health provider for these covered services. Per our agreement with your provider, CareCentrix is responsible for collecting the copay, coinsurance, and/or deductible on these services

The CareCentrix Approach

CareCentrix provides scalable solutions for cost-effective, patient-centered Home Health & Home DME through a national provider network of over 8,000 locations.



Provides expertise and experience

- Coordinated more than 1 million home health visits in 2016, and more than 4 million orders for home medical equipment



Coordinates services and eliminates silos

- The average patient leaving the hospital may need between 3 and 4 services delivered in the home, usually provided by different agencies

Be sure to visit carecentrix.com/home-health-dme



Changes to Account Information

Address:

City:

State:

ZIP:

Primary Phone:

Secondary Phone:

E-mail: