




# Guide to Your St. Luke's Statement

Thank you for choosing St. Luke's Health System. St. Luke's Patient Financial Experience Department has encountered a delay in mailing paper statements.

As a result of this delay, your accounts and payment plans have been brought to a current status. Standard billing processes will resume.

## Legend:

- ① Important messages tailored to you.
- ② Payment options and Patient Financial Services contact information.
- ③ A unique identifier of the Guarantor (responsible party) for the balance due.
- ④ Total balances owed.
- ⑤ QR code for stlukesbillpay.com.
- ⑥ Payment coupon for payment remittance.
- ⑦ Statement summary showing a table of balances owed.
- ⑧ Payment Plan Summary and status.
- ⑨ Detailed account information including:
  - Account Number
  - Provider Name
  - Visit Location
  - Insurance Coverage Information
  - Account Details



**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. ⑦

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. ⑧

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

**RESOLVED BALANCES**  
Thank you for your payment(s). ⑨

Date	Description	Charges	Insurance Pmts/Adjs	Patient Pmts/Adjs
05/19/2022	Radiology - Diagnostic Patient Payments Patient Adjustments <b>Totals</b>	\$283.00	\$0.00	-\$56.60 -\$226.40 -\$283.00
08/11/2022	HYDROCODONE 10 MG-ACETAMINOPHEN 325 MG TABLET (0406-0125-01) (qty: 112) Patient Payments Patient Adjustments <b>Totals</b>	\$63.32	\$0.00	-\$12.66 -\$50.66 -\$63.32
<b>Totals for Resolved Balances</b>		<b>\$63.32</b>	<b>\$0.00</b>	<b>-\$63.32</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 benefits are 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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**Payment Options** ②

- Pay Online - 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** ⑤



**Payment Coupon** ⑥

Address Service Requested

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

Notice Date 9/28/2022	Guarantor Acct. # 123456	Total Due This Payment \$75.00
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