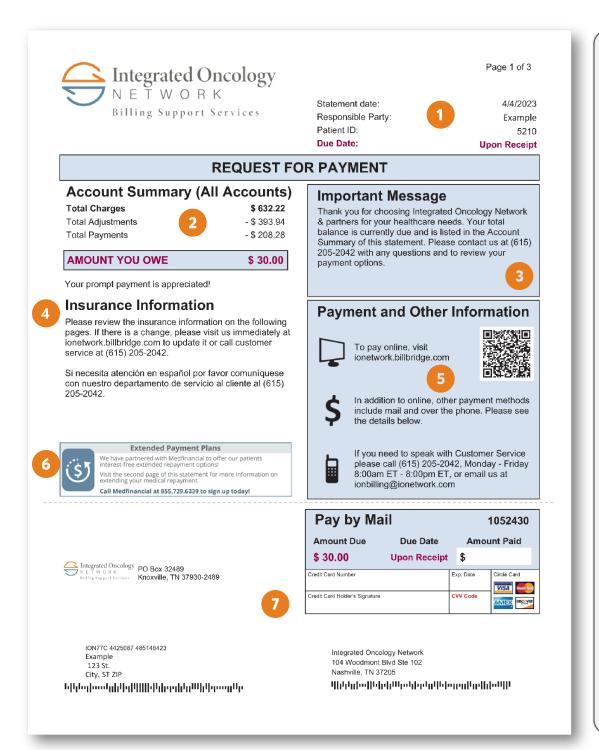
Understanding Your New Statement



Redesigned with you in mind

At Integrated Oncology Network (ION), we truly care about your patient experience. This includes your statement and the charges associated with the medical care you received at our facilities. Below you will find a description of changes to your new statement format. We appreciate your patience as we improve our billing processes.



Front of Statement (pg.1)

- This section includes information about the patient, when the statement is due and when your statement was issued. Your Patient ID is unique to you and will be used to register your online patient profile.
- Account activity, including total charges, total payments, and any pending insurance payments for all open accounts.
- 3 Special messages along with contact information for bill/payment questions. This message will change depending on the age of your account.
- Information on how to update us with your latest insurance or contact information so that all care can be billed in a timely fashion.
- Additional ways to pay your bill along with a QR code to access your online patient portal. The third section in this statement portion includes contact methods and our hours of operations.
- Need longer to pay your bill? No problem, call our partner Medfinancial to learn about extended repayment options. More information about extended repayment is located on the back of page 1.
- Payment coupon to submit your payment by mail. Your total amount owed this portion of the statement must be returned with payment. Use the back of this section to update your contact information.

Account Details (pg.3)

This section has a summary of account information including date of service, guarantor number, description of care, service location and a breakdown of charges and payments.

If you have more than one open account, you will receieve a detail box for each account.

