



Why does my bill look different?

We are using a new electronic health record and billing system. Your doctor, hospital or health center is part of Trinity Health, so your bill will come from Trinity Health. It will include an account summary, as well as detailed information about each visit. All Trinity Health providers and facilities will be on one bill for your convenience.

Why do I pay Trinity Health?

Your health provider is a part of Trinity Health, a mission-based health system with 92 hospitals across the nation, which includes eight hospitals, 16 health centers and more than 3,600 physicians in Michigan. This includes Mercy Health, Mercy Health Physician Partners, IHA, Saint Joseph Mercy Health System and St. Joe's Medical Group.

How do I pay?

You can pay your bill online, by phone or by mail.

Online

To pay online, visit <http://mychart.trinity-health.org>. You do not need a MyChart account to pay your bill. You can also pay your bill through the Trinity Health MyChart app in the Apple or Android app store.

By Phone

Call the number listed on your bill and have a debit or credit card ready.

By Mail

Fill out the bottom portion of your bill and return it with your payment to the address on your bill.

Why aren't all my doctor visits on this bill?

Only doctors, providers, hospitals, clinics and facilities owned by Trinity Health are listed on one bill. If you saw an affiliated doctor or provider, or received care in a partner facility, those bills will be sent to you individually.

Please note, charges from visits prior to Jan. 24, 2020 were billed separately.

Sample Bill

- 1 Account number, name and statement information
- 2 Account summary: includes total due for all visits and services
- 3 Primary care or office visits appear with the logo of your provider
- 4 Hospital charges appear with the logo of the health system
- 5 Information for paying your bill online
- 6 Phone number to pay your bill by phone

1

ID: 8780
Guarantor: James Jones
Statement Date: February 1, 2020
Patient: James Jones


Thank you for choosing Trinity Health

ATTENTION: Please call 800-494-5797 between 8:00 am - 5:30 pm to make payment arrangements or request financial assistance.

Account Summary

Total Charges	164.50
Insurance Payments	0.00
Your Payments	4.73
<hr/>	
Your current balance	159.77
Amount due by February 20, 2020	\$159.77

2

 **Pay by Mail**
 Complete the form below and return in the enclosed envelope.


5

Pay Your Bill Online

MyChart

The easiest way to view your statements, make payments, schedule appointments, and more!
<http://mychart.trinity-health.org>
 Use this information for MyChart guest pay
ID: 8780
Name: James Jones

6

 **Pay by Phone**
 To pay by credit or debit card please call 800-494-5797 between 8:00 am - 5:30 pm

3



Account #36215 -- Michael Bruderly in IHA WestArbor Primary Care					
Date of Service: Jan 25, 2020					
Date	Description	Charges	Insurance Pmts/Adjs	Patient Pmts/Adjs	Patient Balance
	Balance Forward	133.00	0.00	0.00	\$133.00
	Your Responsibility				\$133.00

4



Account #13303 -- Visit to Cardiac Services					
Date of Service: Jan 27, 2020					
Date	Description	Charges	Insurance Pmts/Adjs	Patient Pmts/Adjs	Patient Balance
New Charges					
	MEDICAL/SURGICAL SUPPLIES AND DEVICES-GENERAL	31.50			
Patient Payments and Adjustments					
Jan 27, 2020	SELF-PAY DISCOUNT			-4.73	
	Totals	31.50		-4.73	\$26.77
	Your Responsibility				\$26.77