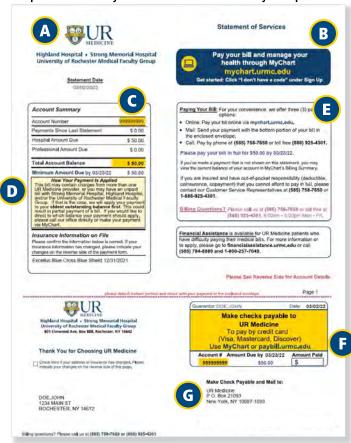
Welcome to Your

UR Medicine Statement

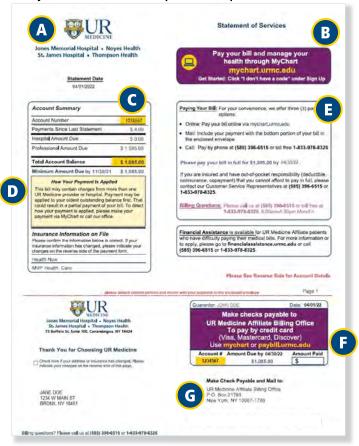
When you visit a UR Medicine physician, hospital, clinic, lab, imaging or other location for care, you'll receive an easy-to-read monthly statement that summarizes your charges. This guide highlights what you'll see, and important differences, on UR Medicine and UR Medicine Affiliate billing statements.

UR Medicine Statement for Highland Hospital, Strong Memorial Hospital & University of Rochester Medical Faculty Group Services



- Care Organizations: Your UR Medicine billing statement summarizes charges from the organization(s) specified below the logo. You may receive more than one statement each month depending on where you received care.
- Online Patient Portal: MyChart is the most convenient way to pay your bill through either the online portal or mobile app. View statements, direct payments, set up payment plans and manage your billing preferences right from your MyChart account. The color of this box blue or purple also distinguishes the UR Medicine statements and which care organizations' charges are included.
- Account Number: Use your account number when making an online payment or when calling to speak with a service representative. This number should also be referenced on automatic bill payments.
- How Your Payment is Applied: Your oldest balance is paid first unless you direct your payment through MyChart or call to make a payment.
- Paying Your Bill: All of your payment options are listed. Please call the number on the statement for help or questions about that bill.

UR Medicine Affiliate Statement for Jones Memorial Hospital, Noyes Health, St. James Hospital & Thompson Health Services



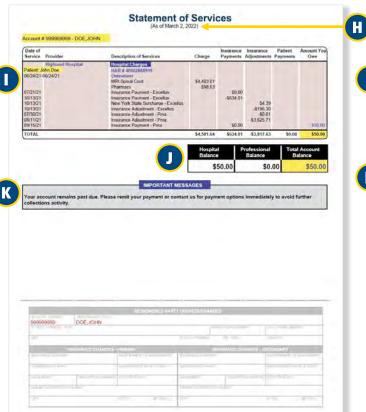
- Billing Website: Find information about UR Medicine billing, insurance, financial aid and our contact info, plus you can make online payments at www.paybill.urmc.edu. The color of this box yellow or purple also distinguishes the UR Medicine statements and which care organizations' charges are included.
- Mailing Address: Please mail your payment or direct an automatic bill payment (i.e. from a bank) to the address specified on the statement. Payments are received and deposited, and applied to your UR Medicine or UR Medicine Affiliates statement charges. Please do not combine payments if you receive both statements they must be paid separately to the specified address or the payment will not be applied correctly to your account.

Please consider making payments through MyChart or online at paybill.urmc.edu to easily direct your payment while saving costs, time and energy.

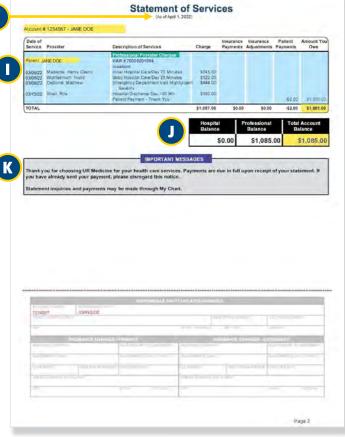


Statement of Services

UR Medicine Statement for Highland Hospital, Strong Memorial Hospital & University of Rochester Medical Faculty Group Services



UR Medicine Affiliate Statement for Jones Memorial Hospital, Noyes Health, St. James Hospital & Thompson Health Services



- **Billing Cycle Date:** Your statement may include charges for care/services you received prior to this billing date, as well as older charges that have been processed by insurance and are now your responsibility to pay.
- Description of Services: This is the summary of all charges, in detail, as well as payments and insurance adjustments. Your statement includes all charges for care received at the locations shown on that statement, including hospitals, physician practices*, lab and imaging sites and Urgent Care centers.
 - *Thompson Health Primary Care not included.

- Separate Balance Boxes: Your Hospital Balance and Professional Balance are shown separately from the total account balance.
- Important Messages: Watch this box for reminders and updates.