We Are Excited About
Our New Statements!

Important to know information that is easy to find.

We will show you a quick summary of what you owe.

Would you prefer to send in a check? Sure, but please remember to include the coupon. We’ll take care of the rest.

Check out our easy online bill payment and pay by phone options.

Need to talk? Give us a call!
Important financial assistance information and additional phone numbers you may need are here.

Financial Assistance Eligibility Criteria – You may qualify for full or partial assistance for healthcare services billed by LifeBridge Health. Full assistance or 100% discount is available to those individuals with gross annual income 300% or less of the federal poverty guidelines. Financial Hardship Reduced Cost Care which limits financial liability not to exceed 25% of gross annual income is available to those with gross annual income between 301% - 500% of the federal poverty guidelines. Eligibility for both discount programs is calculated based on the number of people in the household and extends to any immediate family member living in the household. Approvals are valid for twelve months. Patients are encouraged to re-apply for continued eligibility after twelve months.

Where to Find Information – To obtain a Financial Assistance application and cover letter
1) Ask a member of our Registration Staff
2) Visit our Customer Service Representatives in the main lobby of the Hospital
3) Call Customer Service at (800) 788-6995 (M-F 7:30 AM – 5:00 PM)
4) Visit www.lifebridgehealth.org

How to Apply – Complete an application following the instructions in the cover letter, and return the application and applicable documentation to Customer Service or mail to:

LifeBridge Health
Attn: Financial Assistance Representative
5946 Greenspring Drive, Suite R
Timonium, Maryland 21093

Appeals and Complaints – You may file an appeal or complaint via the mailing address, email or Customer Service phone number(s) above. Patients may file a complaint against the hospital for an alleged violation of its financial assistance policy at hsrc.patient-complaints@maryland.gov. You may also file a complaint with the Maryland Health Education and Advocacy Unit at (410) 528-1840 or HEAU@oag.state.md.us.

Maryland Medical Assistance (Medicaid) – For information, call the Department of Health and Mental Hygiene (DHMH) Recipient Relations Hotline at (800) 492-5231 or your local Department of Social Services at (800) 332-6347 or on the web at www.dhr.state.md.us. LifeBridge Health Patient Representatives can also assist you with the Maryland Medical Assistance application process.

Patient’s Rights and Obligations – For information, go to www.lifebridgehealth.org and click on “Patient Rights and Responsibilities” in QUICK LINKS. You may also contact LifeBridge Health Customer Service at (800) 788-6995 (M-F 7:30 AM – 5:00 PM).

Physician Charges and Hospital Charges – Physician charges are not included in the hospital bill and are billed separately. Non-LifeBridge Health physician charges will be billed separately.

Written Estimate – The patient has the right to request and receive a written estimate of the total charges for future hospital nonemergency services, procedures, and supplies that reasonably are expected to be provided by the hospital. To create your own estimate, go to www.lifebridgehealth.org and click on “Price Transparency” in QUICK LINKS. You may also contact LifeBridge Health Customer Service at (800) 788-6995 (M-F 7:30 AM – 5:00 PM).

Change of Address or Health Insurance Information

<table>
<thead>
<tr>
<th>Change of Address</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name (Last, First, Middle initial)</td>
<td></td>
</tr>
<tr>
<td>City</td>
<td>State</td>
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</table>

<table>
<thead>
<tr>
<th>Insurance Updates</th>
<th>Primary Policy Holder Name</th>
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<tr>
<td>Insurance Type (Check one)</td>
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<td>Primary Insurance Street Address</td>
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<tr>
<td>City</td>
<td>State</td>
</tr>
<tr>
<td>Employer Name</td>
<td>Group Number</td>
</tr>
<tr>
<td>Subscriber ID #</td>
<td>Policy Holder’s Date of Birth</td>
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</table>

Pay Online Today
lifebridgehealth.org/Main/ePay.aspx
Both **professional** and **hospital services** are reflected on your statement and color coded for clarity.

We’ve broken out each visit, so you can see charges, payments, as well as the amount due.
We Are Excited About

Our Payment Plan Offerings!!

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Payment Plan Statement Example

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We will show you a quick summary of what you owe.

Payment Plan option is here! There may be a service fee of $3.95 per month for a payment plan.

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Important to know information that is easy to find.

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Check out our easy online bill payment and pay by phone options.

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Need to talk? Give us a call!

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Thank you for choosing LifeBridge Health for your health care needs. Your balance is due now. Please pay upon receipt of this notification. If you are unable to pay the full balance, please go online to view your possible payment plan options.
We'll provide a monthly statement (electronic or paper) to show you your **monthly payment due** and the **total amount you owe**.

Setup **autopay** with your credit card or checking account to setup autopay with your credit card or checking account to handle your future payments!

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**Account Summary**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Statement Date</td>
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<tr>
<td>Total Remaining Balance</td>
<td>$885.55</td>
</tr>
<tr>
<td>Payment Plan Amount Due</td>
<td>$151.55</td>
</tr>
<tr>
<td>Amount Due</td>
<td>$151.55</td>
</tr>
</tbody>
</table>

**Payment Methods**

- Pay online today
  - lifebridgehealth.org/Main/ePay.aspx
- Pay by phone 24 hours a day
  - (410) 314-4969

**Customer Service**

- (800) 788-6995
- Hours of operation: Monday - Friday 7:30 AM - 5:00 PM

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**Thank you for choosing LifeBridge Health for your health care needs. Your balance is due now. Please pay upon receipt of this notification. If you are unable to pay the full balance, please go online to view your possible payment plan options.**

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**Minimum Amount Due:** $151.55

**Amount Enclosed:** [Blank]

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**Pay by Check**

If paying by check, please make check payable to LifeBridge Health and include your guarantor name on your check.

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**Flywire**
Save time, pay online!

LifeBridge Health has enhanced our digital patient financial experience so you can easily see your accounts and make a payment online!

Our online payment experience allows:

- Easy access to all your hospital bills in one location, 24/7
- Visibility into payment history & balance(s) owed
- Digital ways to pay based on your preference—go paperless!

Pay online today
lifebridgehealth.org/Main/ePay.aspx

click here to return to Bill Pay
lifebridgehealth.org/Main/ePay.aspx