

Common Questions about Your New Carolinas HealthCare System Bill

What is combined billing?

To make the billing process simpler for you, we are starting to combine the bills you get from Carolinas HealthCare System doctors and hospitals. This means that instead of getting separate bills from our doctors and hospitals, the person responsible for paying the bill will get one billing statement that includes care from both our doctors and our hospitals.

When will this change happen?

We are making this billing change in phases with our hospitals and doctors' offices, and we expect that all of our bills will look this way by 2018. Until then, you may still get separate bills from your Carolinas HealthCare System doctors and hospitals as we make this change. It's important that you pay all bills that you get during this period of time.

Will all of my doctors be part of this change in billing?

Some of the doctors you see at Carolinas HealthCare System do not work for our System, so you will still get a separate bill from these doctors for care they provide. For example, you will still get a separate doctor's bill for things like:

- Radiology results when you have an X-ray, MRI or other imaging services
- Anesthesia care to help with pain during surgery or other procedures
- Pathology results when you have a lab test that needs additional examination
- Emergency room doctor's care

What if I pay for the bills of more than one person?

If you are the person who pays for the bills of other people (for example, you are a parent with more than one child), you will get a bill for each patient. So, a parent with two children will get two bills – one for each child.

How will this make it easier for me?

We're making your new bills simpler to understand and pay. You will be able to:

- Easily tell what the total dollar amount is for both the doctor and hospital parts of your bill
- See how much is due on each account for which you are responsible
- Make automatic payments with a credit card with no service fee
- Make one payment plan for all of your accounts

What if I have questions about my new bill?

We're here to help you with your new bill. For more information, visit CarolinasHealthCare.org/Pay-Your-Bill.

Or, call Customer Service at the number listed on your billing statement, and we will review your bill with you.



Carolinas HealthCare System