

# Get to know your statement

Designed with your needs in mind, your Essentia Health statement features a summary page to help you understand your charges and bring helpful resources right up front.

## ← Front summary page:

- 1 **Guarantor account number**  
Number assigned to the person responsible for the bill. If you call us with questions about your bill, have this number ready.
- 2 **Amount you owe**  
Total amount due on your account. It includes any monthly payment plan payments you may have, plus new charges that aren't already on a payment plan.
- 3 **Important message**  
Information specifically for you about your account status and payment plans.
- 4 **Make a payment**  
Understand all the convenient ways you can make a payment, included paying online through MyChart.
- 5 **We're here to help**  
Find phone numbers for our helpful service team.

**Essentia Health**  
400 E. 3rd St.  
Duluth, MN 55805-1951

ESS80K 2138859 93792180

STATEMENT DATE: 01/03/2021  
DUE DATE: 01/24/2021  
AMOUNT YOU OWE: \$513.60

AMOUNT YOU'RE PAYING: \$  
GUARANTOR ACCOUNT NUMBER: 1234567890

ESSENTIA HEALTH  
PO BOX 64618  
ST. PAUL, MN 55164-0618

2566640430000205663800000051360000103215

Please tear along the perforation

**Account summary**

Guarantor name: [Redacted]  
Guarantor number: [Redacted]

New charges	\$0.00
Previous balance	\$673.60
Payments you've made	\$0.00
Insurance payments/adjustments	-\$80.00
Discounts/other adjustments	\$0.00
Total account balance	\$593.60
Payment plan amount due	\$80.00
*Total balance not on payment plan	\$433.60

**Amount you owe** **\$513.60**

Account detail is on the 3rd page  
If your account balance is different than the amount you owe, there may be a payment in process or a credit on your account. Please call our office to review your account.

**Important message**

Thank you for setting up your payment plan. Your monthly payment is due now.

The **amount you owe** represents your payment plan amount due, including any past due payments, as well as balances from any additional accounts that are not on your payment plan.

\* You have one or more accounts currently not on your payment plan. Please call our business office at (800) 985-4675 or (218) 786-3333 to add account(s) to your payment plan.

**We're here to help**

Please review the back of this statement for information on our payment options.

Would you like more information about our Financial Assistance Program? For more information, please visit our website at [www.essentialhealth.org](http://www.essentialhealth.org).

Contact us  
Business Office: (800) 985-4675 or (218) 786-3333  
TDD: (218) 786-6650  
Office hours: Monday-Friday, 8:00am-4:30pm  
Call Center hours: Monday-Wednesday, Friday, 8:00am-5:00pm  
Thursday, 9:00am-5:00pm

**Make a payment**

You can review your accounts and pay your bill online through MyChart. Go to [www.EssentiaMyChart.org](http://www.EssentiaMyChart.org).

If you are not enrolled in MyChart, you can sign up by visiting [www.EssentiaMyChart.org](http://www.EssentiaMyChart.org).

Pay Online at [www.essentialhealth.org](http://www.essentialhealth.org).

Pay by phone: (800) 985-4675 Option 2

Pay by mail: Complete the form above and return in the enclosed envelope.

If you feel that your concerns have not been addressed, please contact Essentia Health at 1-800-985-4675 or 1-218-786-3333 first and allow us the opportunity to try and address your concerns. If you continue to have concerns that have not been addressed, you may contact the Minnesota Attorney General's Office at 1-651-296-3353 or 1-800-657-3787.

## Detail pages (not pictured)

Find information about every visit and each charge, including:

- a) Person who received care, account number specific to that visit, and the location and provider of service
- b) new charges
- c) breakdown of patient payments, insurance payments, or adjustments and other discounts
- d) your share of the cost

## Back of summary page (not pictured)

Find information about our financial assistance program and if you might qualify for a reduction on your bills.

