

SimplePay Monthly Statement

How to Read Your Monthly Statement

This example illustrates a January 2024 statement, which includes services processed in December 2023.

Current Statement Activity

Prior Statement Amount Due by 12/31/2023	\$150.00
Payments Made 12/01/2023 - 12/31/2023	\$100.00
New Charges 12/01/2023 - 12/31/2023	\$160.00
<u>New Statement Amount Due by 01/31/2024</u>	<u>\$210.00</u>
Payments Made 01/01/2024 - 01/31/2024	\$100.00
Net Amount Due by 01/31/2024	\$110.00
Minimum Amount Due 01/31/2024	\$100.00

Questions? Please visit our [FAQ](#)

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Upcoming Statement Activity

New Charges 01/01/2024 - 01/31/2024 ⓘ	\$40
Total Balance ⓘ	\$140

Current Statement Activity

Prior Statement Amount Due: The amount that was due on the previous statement.

Payments Made 12/01/2023-12/31/2023: Any payments made throughout December against the previous balance.

New Charges 12/01/2023-12/31/2023: All new services processed in December.

New Statement Amount Due by 01/31/2024: The total balance accumulated by the end of January.

Payments Made 01/01/2024-01/31/2024: Any payments made throughout January against the balance.



Current Statement Activity

Prior Statement Amount Due by 12/31/2023	\$150.00
Payments Made 12/01/2023 - 12/31/2023	\$100.00
New Charges 12/01/2023 - 12/31/2023	\$160.00
New Statement Amount Due by 01/31/2024	\$210.00
Payments Made 01/01/2024 - 01/31/2024	\$100.00
Net Amount Due by 01/31/2024	\$110.00
Minimum Amount Due 01/31/2024	\$100.00

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Upcoming Statement Activity

New Charges 01/01/2024 - 01/31/2024 ⓘ	\$40
Total Balance ⓘ	\$140

Net Amount Due 01/31/2024: The remaining amount due after all payments made in January have been posted to the member's account.

Minimum Amount Due: The minimum amount due does not change based on payments previously made. It changes based on the net amount due each month and is updated when a new statement is released.

- If your net amount due is <\$100, your minimum amount due will be the same amount
- If your amount due is \$100-\$2,000, your minimum amount due will be \$100
- If your net amount due is >\$2,000, your minimum amount due will be \$375

If you are unable to pay your minimum amount due, please contact your Health Valet to explore other options

Upcoming Statement Activity

New Charges 01/01/2024-01/31/2024: All new services processed in January.

Total Balance: Minimum amount due from the current month + new charges on next statement in February.



What is an Adjusted or Reversed Claim?

Patient	Date of Service	Claim Number	Provider	Service Description
John Doe	11/16/2023	##### -ADJ	PENN HIGHLANDS ELK	Hospital - Routine Lab
John Doe	11/16/2023	##### -REV	PENN HIGHLANDS ELK	Hospital - Routine Lab
John Doe	11/16/2023	#####	PENN HIGHLANDS ELK	Hospital - Routine Lab

If your monthly statement looks similar to the example above, your claim has been reversed and adjusted.


Claims can be adjusted for multiple reasons:

1. Sometimes, services from one doctor's visit (ex. routine labs) are not bundled and are displayed as separate charges, when it should be bundled into one copay.
2. Your provider's tier could have been altered, which would adjust the copay and amount that you owe.
3. Other reasons related to pharmacy claims.

You will see multiple "charges" come through your monthly statement. The bottom line shows the initial charge. The second line shows the reversal, which means that this amount is removed from your statement. The first line shows the adjusted and correct amount that you will be charged for.

Questions?

Contact your SimplePay Health Valet at:

 800-606-3564

 healthvalet@simplepayhealth.com