



Dear Patient,

McLaren Health Care Corporation believes that good communication is the cornerstone of patient-centered care. In an effort to maintain high patient satisfaction and price transparency McLaren is committed to educating and informing patients of their financial obligations.

In preparation for your upcoming procedure at McLaren Greater Lansing Hospital we would like to inform you about a few standard pre-scheduling and pre-procedure practices. Patient-centered financial care is a standard business practice for the medical industry and prevents the patient from accumulating high medical bill debt that can become overwhelming, minimizes the cost and hassle, and helps fulfill the obligations to the payers. Insurance companies require patients to pay copays and deductibles, and they require practices to collect them before or at the time of service.

- A few days in advance of your scheduled procedure you will receive a phone call from our Financial Clearance Department. During this call the financial responsibilities that need to be met prior to your procedure will be discussed, including any facility fees and payment arrangements.
- McLaren is here to work with you to manage your financial responsibilities. We offer flexible payment arrangements, such as automated payment plans that fit within your budget. If you are unable to make financial arrangements prior to your procedure, a McLaren representative may contact your referring provider for direction to delay or withdraw of your procedure.
- If you have a previous outstanding balance and/or bad-debt, McLaren Greater Lansing will attempt to collect the outstanding amounts and work with you to set up a payment plan. If you are unwilling to settle the outstanding amounts, future appointments may be delayed.

We strive to provide you with the best care possible in all aspects. If you have any questions or concerns regarding your upcoming procedure at McLaren Greater Lansing Hospital, feel free to contact our Financial Clearance Department at (517) 975-3010.

Thank you for taking the time to review this information.