



HEALTH CARE

Dear Patient,

At McLaren Greater Lansing Hospital, a subsidiary of McLaren Health Care Corporation, open communication is highly valued and is integral to patient centered care. In order to maintain open communication and high patient satisfaction we support price transparency by educating and informing patients of their financial responsibilities. Our mission is to be the best value in health care as defined by quality outcomes and cost. That means we're committed to providing you with exceptional, compassionate medical care, making sure our costs are low, and helping patients understand costs and payment responsibilities before undergoing procedures.

In preparation for your upcoming procedure at McLaren Greater Lansing Hospital we would like you to know what to expect and to help ensure you understand your HOSPITAL financial obligations, minimize medical debt, and help give you piece of mind before your treatment.

- A few days in advance of your scheduled procedure you will receive a phone call from our Financial Clearance Department. During this call we will review the financial responsibilities that you will need to meet before your procedure will be performed including what you will need to pay for the HOSPITAL FEES and what arrangements need to be made for payment. Please keep in mind that any payment you will be making will be applied towards the hospital fees for the services you will have provided at McLaren Greater Lansing Hospital and you may still be receiving a separate bill from your physicians for the PROFESSIONAL FEES.
- If you have previous outstanding balances and/or bad debt with McLaren Greater Lansing Hospital we will request payment for the amount owed before or at time of service. McLaren Health Care will work collaboratively with patients who are willing to take an initiative to be committed to their financial liability.
- If you have any questions regarding your financial responsibilities before your procedure is scheduled at McLaren Greater Lansing please call our Financial Clearance Department at:

(517) 975-3010

We strive to provide you with the best care possible on all aspects. Thank you for choosing McLaren Greater Lansing for your care, where we expect to provide no less than exceptional patient care for every patient, every time.

Thank you for taking the time to review this information.