Patient Statements through Optum

07/24/2024 7:20 pm EDT

As part of the response to the cyberattack on Change Healthcare, DrChrono has worked with Optum to send out patient statements. A sample copy of the statement is below. The new statement will populate the fields with your practice information and patient information just as before.

The difference with the new statement is that there is a number on the left side, just above the patient's name and address. This number is an internal Optum ID number and is not useful in any way regarding your practice, your patient, or the amount due.

000001
GREEN, ROOT
1 MAIN ST
NEW YORK NY 10044-0052

Sample Patient Statement:

Employee Test
230 Nostrand Ave
Unit 2
Brooklyn, NY 11205

Statement ID: 1-14-158		
Statement Date	**Pay This Amount**	**Chart ID**
04/16/2024	$600.00	GRRO000001
SHOW AMOUNT PAID HERE:	$	

000001
GREEN, ROOT
1 MAIN ST
NEW YORK NY 10044-0052

Employee Test
1 Main St
Unit 1
Mountain View CA 49040

For questions about billing, call . To pay by credit card, call .
You can also pay by credit card online at onpatient.com - If you don't have access, call to request an account.

....
Please detach and return top portion with your payment.

STATEMENT

Patient: Root Green	Chart ID: GRRO000001	Statement ID: 1-14-158

Date of Service	Provider	Procedure	Charge	Adjustment	Insurance Paid	Patient Paid	Balance Due
4/03/2024 12:00AM	Employee Test	CUSTOM5 - Custom 5	$600.00				$600.00
		Total:	**$600.00**				**$600.00**

	Total Amount: **$600.00**

For questions about billing, call . To pay by credit card, call .
You can also pay by credit card online at onpatient.com - If you don't have access, call to request an account.
Accepted Credit Card(s): Visa, Mastercard, Discover, American Express

Employee Test, 230 Nostrand Ave Unit 2, Brooklyn, NY 11205