

How to read your bill

The instructions and example below will help guide with understanding your physician/hospital billing statement. If you have additional questions about your bill, please contact us at 1-855-532-5729 or pfscustomerservice@med.usc.edu.

1. Account information

Your key account details are in one place for easy reference. **Tip:** You can use "Bill ID" to access your account at pay.keckmedicine.org, where you can view all bills, make online payments and more.

2. Account balance summary

This is a snapshot of your bill, including the total amount you owe, insurance coverage, payments made and payment due date.

3. Payment methods

Visit pay.keckmedicine.org to pay via credit/debit card, electronic check payment (ACH), Apple Pay and Google Pay, as well as set up a custom payment plan.

You can also pay bills using traditional methods such as over the phone or check by mail.

4. Customer service information

Get help with your medical bills by contacting our customer service team by phone or email.

5. Physician services invoice

These are charges for the services provided by a physician or other healthcare provider during your visit, as indicated by the stethoscope icon. Key visit details – including the attending clinician's name, date of service, and department – are clearly listed at the top of the invoice for your reference.

Note: This is a summary of physician services rendered. To view more bill details such as the procedural codes billed, visit pay.keckmedicine.org.

6. Hospital services invoice

These are charges for using the hospital as a facility, including rooms and beds, medical supplies, equipment and pharmacy fees, as indicated by the hospital icon. Key visit details – including the place of service, date of service, and department – are clearly listed at the top of the invoice for your reference.

Note: This is a summary of hospital services rendered. To view more bill details such as the procedural codes billed, visit pay.keckmedicine.org.

7. Payment slip

This should be detached and returned with check and money order payments, per the instructions on the slip.

Keck Medicine of USC
MAIL RETURN ONLY
PO BOX 8759
CORAL SPRINGS FL 33075-8759

000022
T1 P1 *****AUTO**MIXED AADC 601
JOHN SMITH
123 FAKE STREET
ANYTOWN, CA 12345
[Barcode]

Patient: John Smith 1
Account number: 622599722
Bill ID: 1438-5618-5567
Invoice printed: Sep 6, 2020

SEE BACK FOR DETAILS → 2

You owe \$1,050.00

You have three bills that are ready to pay. The total amount is due by **Sept 21, 2020**.

Total billed	\$3,150.00
Amount covered	-\$2,086.81
Already paid	-\$13.19
Amount you owe	\$1,050.00

Ways to Pay 3

Online

Pay via desktop or mobile:
pay.keckmedicine.org

Phone or Mail

Call toll-free 24/7: 1-855-532-5729

Mail check or money order with the lower portion of your bill to the address shown on the reverse side of this bill. Do not send cash.

Need Help? 4

Call toll-free (M-F, 8am-6pm):
1-855-532-5729

Email us at:
pfscustomerservice@med.usc.edu

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Your visit with Aubrey Santos MD 5

Service dates: Jan 10, 2020 Department: Endocrinology Due date: Sept 21, 2020 ID: 000331909

Service category	Billed	Amount covered	You owe
Office visit	\$245.00	-\$221.81	\$23.19
Subtotal billed			\$245.00
Insurance covered			-\$221.81
You owe			\$23.19

Your visit to Keck Hospital of USC 6

Service dates: Jun 17, 2020 Department: Emergency Services Due date: Sept 21, 2020 ID: 4470967

Service category	Billed	Amount covered	You owe
Implantation of contraceptive hormone pellets	\$325.00	-\$304.47	\$20.53
Unclassified drug for injection or infusion	\$1,080.00	-\$830.53	\$249.47
Subtotal billed			\$1,405.00
Insurance covered			-\$1,135.00
You owe			\$270.00

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Keck Medicine of USC

MAKE CHECK PAYABLE & MAIL TO:
Keck Medicine of USC
File 743303
Los Angeles, CA 90074-9305

Account Holder John Smith
Account Number 622599722
Bill Amount \$1,050.00

10000006225997220105000061120201