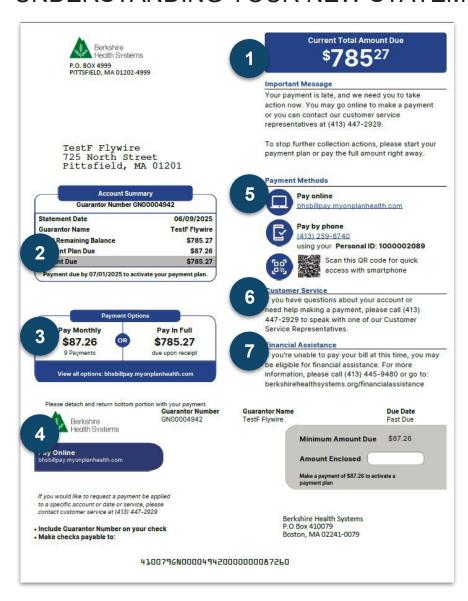


## Dear Patients and Caregivers,

Berkshire Health Systems continually strives to improve our care and services. We are excited to roll out a newly designed, easy-to-read billing and payment statement. Watch your inbox for emails or text messages from us; you will be able to view and pay your bill quickly and easily, right from your device.

## UNDERSTANDING YOUR NEW STATEMENT



- This is your total amount due. If you opt to start a payment plan, only the first installment payment is needed upon receipt of this statement.
- Payment is due by the date shown or the plan offer will expire, and the balance will be due in full.
- 3. You have the choice to pay-in-full or start a payment plan today, based on the payment amount provided.
- 4. If you opt to pay by mail, please include the payment coupon part of this statement to ensure your payment is applied to your account.
- 5. The QR code or website may also be used to:
  - Login using your guarantor number and date of birth.
  - b. Manage paper and electronic communication preferences.
  - c. View and print statements.
  - d. Review payment options.
- Billing customer support is available by phone during business hours to help with any questions you may have.
- If you need help paying your bill, please contact our financial assistance representatives.

Sincerely,

Billing & Payment Department Berkshire Health Systems