

Introducing your new statement

Thank you for choosing WVU Medicine providers for your health care. We recently transitioned to a new statement that combines both hospital (services received at hospital locations) and professional (services related to a doctor or physician).

- 1 Amount Due The amount due now includes balances for both hospital and professional charges.
- Account Name Name of person who is responsible for the bill.
- **Guarantor Number** The Guarantor Number assigned to the person responsible for the bill.
- 4 Statement Date Date of your statement. If you have any questions, contact customer service at **855.778.2922**.
- **5** Payment Due Date The date payment is due.
- 6 Payment Options These are the payment options that are available to you.
- Due Date The date payment is due. If you are unable to pay in full by this date, go to MyWVUChart or call 855.778.2922 to arrange a payment plan that works for you.
- 8 Make Checks Payable and Send To WVU Health System and address where payments should be mailed to.



Important Information about your current Payment Plan

Payment plans that were previously set up may need to be modified in order to combine them in a single plan. Your monthly payment for professional and hospital services should not change, but will be consolidated into a single payment. If you have any questions or concerns about your new payment plan, please contact customer service at **855-778-2922**. If you need to contact us outside of normal business hours, please message us through **MyWVUChart** by sending a Customer Service message. Our staff will respond 2-3 business days.

If you had Auto Pay set up on your payment plan, it may need to be disabled. You can reactivate Auto Pay either through My WVU Chart at **www.mywvuchart.com/MyChart/Billing/Summary** or by contacting customer service at **855-778-2922.**