

# What's Next?

Appointment Date: \_\_\_\_\_

- BE PREPARED.** Pre-registration is required for all appointments. During pre-registration, patients will learn about the financial responsibilities, insurance coverage and possible required advance payment.
  - Call the Patient Connection Center at 1-855-537-0506 or reach them online at [piedmont.org/patient-tools](https://piedmont.org/patient-tools)
  - Estimated financial responsibility: \$ \_\_\_\_\_
  - View Estimate Letter in MyChart
  - Payment is due by this date \_\_\_\_\_
  
- AFTER YOUR SERVICE YOU WILL RECEIVE:**
  - An Explanation of Benefits (EOB) from your insurance company typically before you receive a bill from Piedmont Healthcare. By receiving this EOB, it means your insurance company has processed your claim.
  - The Piedmont Healthcare Patient Statement will be sent to you once your insurance company processes the claim and submits payment to Piedmont Healthcare.
  - You may also receive a separate bill from a physician if you had service provided by a physician who is not employed with Piedmont Healthcare (i.e. radiologist, pathologist or other specialists).

**QUESTIONS?** Call, chat or e-mail with our Customer Solution Center team for any questions or information about getting help with bills.

**PHONE:** 1-855-788-1212

**LIVE CHAT:** [piedmont.org](https://piedmont.org)

**E-MAIL:** [customerservice@piedmont.org](mailto:customerservice@piedmont.org)

**MYCHART:** Messages

**PATIENT WALLET:** Messages

