

See below for important billing information!

To Our Valued Customer:

In order to better serve you, Banner Health is upgrading our billing systems and processes. The goal of this change is to provide you better service and added benefits, such as clearer statements and expanded customer service hours. During the changeover, we apologize in advance for any inconvenience this might cause.

If you receive a statement from our **new** statement partner, you will need to note that your bill includes the following:

- New account number
- New customer service contact information
- New online payment portal
- New payment address

NOTE: If this statement is generated for a payment plan you already set up AND had automatic payments being processed, you will need to re-setup your payment information.

This vendor transition began on November 4, 2019 and includes our hospitals, select outpatient centers and physician offices (Home Health accounts will remain unchanged until Spring 2020). During this transition period you may still receive a bill from our previous vendor. Please continue to pay those bills under the account number listed on the statement.

It is our hope that this time of transition will make billing easier in the future and we appreciate your patience. Thank you for choosing Banner Health.

Sincerely,

Gladys Quince & Cyndie Van Buskirk
Banner Billing Offices

Frequently Asked Questions

- Q.** Why is this change taking place?
- A.** Banner is changing statement vendors in order to provide our customers with better service and added benefits. Some of the benefits include an easier-to-read statement, a digital “patient concierge” app that will walk you through your bill, and enhanced customer service when you do have questions regarding your bill.
- Q.** Do I have a new account number now?
- A.** Yes, you have a new account number. Please make sure to update all records and payment information with this new number.
- Q.** Do I still need to make payments on my old account number?
- A.** Yes, you need to make payments for any statement received. Please make sure to note the account number on all payments so it is allocated correctly.
- Q.** Will I always be receiving bills from two different vendors with different account numbers?
- A.** No. We are anticipating this change to be complete by Spring of 2020, at which point any unpaid balances with the old vendor will transfer to the new vendor. You can anticipate updated communication to help you navigate your balance with the new vendor.
- Q.** Is this change for all Banner accounts?
- A.** No, this change is currently only for services obtained at our hospitals, select outpatient centers and physician offices. Services obtained with Home Health will be on a separate statement and will move to this new format in the Spring of 2020.
- Q.** I had set up automatic payments for my payment plan. Will those automatically transition over?
- A.** No, you will need to set up your automatic payments again with the new vendor. Please use the statement to help guide you to the payment portal and instructions for setting these up. If you had automatic payments set up to run directly from your bank, you will also need to update the payment address and account information
- Q.** Is there a website I can use to find and pay my bill?
- A.** Yes – there is a payment website noted on the statement. You can also go to www.bannerhealth.com/billing for more financing and billing information as well as links to pay your bill.
- Q.** I still have questions regarding this process or my bill. Who do I call?
- A.** You can always call one of our billing experts for assistance. They can be reached at (888) 264-2127 Monday through Thursday 8:00am – 7:00pm; Friday 8:00am – 5:00pm; Saturday 8:00am – 12:00pm (all times are MST).