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MEDICARE STATEMENT EXAMPLES

EXAMPLE 4

CIVIS/

Medicare Summary Notice

December 10, 1998

BENEFICIARY NAME STREET ADDRESS CITY, STATE ZIP CODE CUSTOMER SERVICE INFORMATION
Your Medicare Number: 111-11-1111A

Medicare 555 Medicare Blvd. Suite 200 Medicare Building Medicare, US XXXXX-XXXX

If you have questions, write or call:

HELP STOP FRAUD: Beware of telemarketers offering free or discounted Medicare items or services

Local: (XXX) XXX-XXXX
Toll-free: 1-800-XXX-XXXX
Tele-Device for the Deaf: 1-800-XXX-XXXX

This is a summary of claims processed from 11/10/98 through 12/10/98.

PART B MEDICAL INSURANCE - ASSIGNED CLAIMS

| Dates of Service | Services Provided | Am ount Charged | Medicare Approved | Medicare Paid Provider | You May Be Billed | See Notes Section |
|------------------------|----------------------------------|--------------------|----------------------|------------------------------|-------------------------|-------------------------|
| Claim numbe | er 1234-5678-9101 | | | | | |
| Paul Jones, | M.D., 123 West Street, | | | | | a |
| Jacksonvil | lle, FL 33231-0024 | | | | | |
| Referred by: | Scott Wilson, M.D. | | | | | |
| 10/19/98 | 1 Influenza immunization (90724) | \$5.00 | \$3.88 | \$3.88 | \$0.00 | b |
| 10/19/98 | 1 Admin. Flu vac (G0008) | 5.00 | 3.43 | 3.43 | 0.00 | b |
| | Claim Total | \$10.00 | \$7.31 | \$7.31 | \$0.00 | |
| Claim numbe | er 1234-5678-9102 | | | | | |
| ABC Ambu | lance, P.O. Box 2149 | | | | | a |
| Jacksonvil | lle, FL 33231 | | | | | |
| 10/25/98 | 1 Ambulance, base rate (A0020) | \$289.00 | \$249.78 | \$199.82 | \$49.96 | |
| 10/25/98 | 1 Ambulance, per mile (A0021) | 21.00 | 16.96 | 13.57 | 3.39 | |
| | Claim Total | \$310.00 | \$266.74 | \$213.39 | \$53.35 | |

PART B MEDICAL INSURANCE - UNASSIGNED CLAIMS

| Dates of Service | Services Provided | Amount Charged | Medicare Approved | Medicare Paid You | You May Be Billed | See Notes Section |
|------------------------|---------------------------------------|-------------------|----------------------|----------------------|-------------------------|-------------------------|
| | er 1234-5678-9103 | | | | | |
| | wman, M.D., 362 North Street, | | | | | a |
| Jacksonvi | ille, FL 33231-0024 | | | | | |
| 09/10/98 | 1 Office/Outpatient Visit, ES (99213) | \$47.00 | \$33.93 | \$27.15 | \$39.02 | с |

THIS IS NOT A BILL - Keep this notice for your records.

EXAMPLE 5

CIVIS/

Medicare Summary Notice

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Page 01 of 02

RUTH DOE 123 MAPLE AVENUE DOW, TX 72151 CUSTOMER SERVICE INFORMATION
Your Medicare Number: 123-45-6789D

If you have questions, write or call: MEDICARE PART A P.O. BOX 660155 DALLAS, TEXAS 75266-0155

HELP STOP FRAUD: Protect your Medicare number as you would a credit card number.

Local: (800) 813-8868 Toll-free: 1-800-813-8868

Tele-Device for the Deaf: 1-800-516-6684

This is a summary of claims processed on 10/16/98.

PART B MEDICAL INSURANCE - OUTPATIENT FACILITY CLAIMS

| Dates of Service | Services Provided | Amount Charged | Non- Covered Charges | Deductible and Coinsuranc e | You May Be Billed | See Notes Section |
|------------------------|--------------------------------------|-------------------|----------------------------|--------------------------------------|-------------------------|-------------------------|
| Claim number | 12345-84956-84556-45621 | | | | | |
| Columbia Me | ed Cntr | | | | | |
| 11 Gallag | her Street | | | | | |
| Dow, TX | 72151 | | | | | |
| Referred by: | Peter Howe | | | | | |
| 10/03/98 | Assay serum potassium (84132) | \$25.00 | \$0.00 | \$0.00 | \$0.00 | a |
| | Blood typing, ABO (86900) | 5.00 | 0.00 | 0.00 | 0.00 | a |
| | Office/outpatient visit, est (99212) | 20.00 | 0.00 | 4.00 | 4.00 | |
| | Influenza immunization (90724) | 12.00 | 0.00 | 0.00 | 0.00 | |
| C | Claim Total | \$62.00 | \$0.00 | \$4.00 | \$4.00 | |

Notes Section:

a This service is paid at 100% of the Medicare approved amount.

Deductible Information:

You have met the Part B deductible for 1998.

General Information:

If you change your address, please contact Medicare Part A by calling 1-800-813-8868 and the Social Security Administration by calling 1-800-772-1213.

THIS IS NOT A BILL - Keep this notice for your records.

MEDICARE STATEMENT EXAMPLES

EXAMPLE 6



Medicare Summary Notice

BENEFICIARY NAME STREET ADDRESS CITY, STATE ZIP CODE

CUSTOMER SERVICE INFORMATION

Your Medicare Number: 111-11-1111A

If you have questions, write or call: Medicare 555 Medicare Blvd. Suite 200 Medicare Building

Medicare, US XXXXX-XXXX

HELP STOP FRAUD: Beware of telemarketers offering free or discounted Medicare items or services

Local: (XXX) XXX-XXXX Toll-free: 1-800-XXX-XXXX Tele-Device for the Deaf: 1-800-XXX-XXXX

OUR RECORDS SHOW THAT

Your enrollment in ABC Plan, a Medicare managed care plan, was effective mm/dd/yy

Your disenrollment from XYZ Plan was effective mm/dd/yy

You became Nursing Home Certified effective mm/dd/yy

You became entitled to ESRD status effective mm/dd/yy.

Your new address is: 123 Security Boulevard, Baltimore, MD 21244

PART A HOSPITAL INSURANCE - INPATIENT CLAIMS

| Dates of Service | Benefit Days Used | Non- Covered Charges | Deductible and Coinsurance | You May Be Billed | See Notes Section |
|--------------------------------------|-------------------------|----------------------------|----------------------------------|-------------------------|-------------------------|
| Claim number 12345-84956-84556-45622 | 0.500 | Clanges | Communico | Dilled | a |
| Care Hospital, 123 Sick Lane, | | | | | |
| Dallas, TX 75555 | | | | | |
| Referred by: Paul Jones, M.D. | | | | | |
| 10/05/98-10/19/98 | 14 days | \$0.00 | \$760.00 | \$760.00 | |

THIS IS NOT A BILL - Keep this notice for your records.

EXAMPLE 7

Medicare Summary Notice

BENEFICIARY NAME STREET ADDRESS

CITY, STATE ZIP CODE

HELP STOP FRAUD: Beware of telemarketers offering free or discounted Medicare items or

CUSTOMER SERVICE INFORMATION

Your Medicare Number: 111-11-1111A

If you have questions, write or call: Medicare 555 Medicare Blvd. Suite 200

Medicare Building Medicare, US XXXXX-XXXX

Local: (XXX) XXX-XXXX Toll-free: 1-800-XXX-XXXX

Tele-Device for the Deaf: 1800-XXX-XXXX

This is a summary of claims processed from 1/1/99 through 1/31/99

PART A - HOME HEALTH FACILITY CLAIMS

| Dates of Service | Number of Services Provided | Amount Charged | Non- Covered Charges | Coinsuranc e | You May Be Billed | See Notes Section |
|---------------------------------|--------------------------------------|-------------------|----------------------------|-----------------|-------------------------|-------------------------|
| Claim number 124 | 35-84956-84556-45624 | | | | | |
| Medicare Home H | Iealth, 123 Medicare Blvd., | | | | | |
| Medicare, TX | 75602 | | | | | |
| Referred by: Dr. D | Oan Visit, M.D. | | | | | |
| 12/25/98 | Med-Surg Supplies | \$154.25 | \$0.00 | \$0.00 | \$0.00 | |
| 12/31/98-01/25/99 | 2 Physical Therapy Visits | 125.00 | 125.00 | 0.00 | 125.00 | a |
| | 2 Skilled Nursing Visits | 1,000.00 | 0.00 | 0.00 | 0.00 | |
| Claim | Total | \$1,279.25 | \$125.00 | \$0.00 | \$125.00 | |
| Claim number 124 | 35-84956-84556-45626 | | | | | |
| Medicare Home F Medicare, TX | Iealth, 123 Medicare Blvd., 75602 | | | | | |
| Referred by: Dr. D | Oan Visit, M.D. | | | | | |
| 01/25/99-02/24/99 | Hospital Bed | \$1,375.00 | \$0.00 | \$880.00 | \$880.00 | |

a The information provided does not support the need for this many services or items.

THIS IS NOT A BILL - Keep this notice for your records.

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MEDICARE STATEMENT EXAMPLES

EXAMPLE 8



Medicare Summary Notice

March 3, 2000

Page 01 of 02

BENEFICIARY NAME STREET ADDRESS CITY, STATE ZIP CODE CUSTOMER SERVICE INFORMATION
Your Medicare Number: 111-11-1111AB

If you have questions, write or call:

Medicare 555 Medicare Blvd.

Suite 200 Medicare Building

Medicare, US XXXXX-XXXX

HELP STOP FRAUD: Always review your Medicare Summary Notice for correct information about the items or services you received.

LOCAL: (XXX) XXX-XXXX Toll-free: 1-800-XXX-XXXX

TTY for Hearing Impaired: 1-800-XXX-XXXX

This is a summary of claims processed on 02/20/2000.

PART A - HOSPICE FACILITY CLAIMS

| Dates of Service | Services Provided | Amount Charged | Non- Covered Charges | Deductible and Coinsuranc e | You May Be Billed | See Notes Section |
|------------------------|----------------------------------|-------------------|----------------------------|--------------------------------------|-------------------------|-------------------------|
| Claim number 98 | 765432112345 02 | | | | | |
| Hospice Care, II | nc. | | | | | |
| 222 Hospice | Ave. | | | | | |
| Hospice, TX | XXXXX | | | | | |
| Referred by: Joh | n Doe, M.D. | | | | | |
| 01/01/00-01/31/0 | 0 Hospice/Rtn Home | \$2,329.37 | \$0.00 | \$0.00 | \$0.00 | |
| | Hospice/IP Non-respite | 4,210.50 | 0.00 | 0.00 | 0.00 | |
| | Initial hospital care (99223) | 275.77 | 0.00 | 0.00 | 0.00 | |
| | Subsequent hospital care (99232) | 210.26 | 0.00 | 0.00 | 0.00 | |
| Clai | m Total | \$7,025.90 | \$0.00 | \$0.00 | \$0.00 | |

General Information:

If you change your address, please contact the Social Security Administration by calling 1-800-772-1213.

Appeals Information - Part A (Hospice)

If you disagree with any claims decision on this notice, you can request an appeal by May 2, 2000.

Follow the instructions below:

- 1) Circle the item(s) you disagree with and explain why you disagree.
- 2) Send this notice, or a copy, to the address in the "Customer Service Information" box on Page 1.

THIS IS NOT A BILL - Keep this notice for your records.