



We are working hard to bring our payment system up as quickly as possible. When that happens, we will be able to collect and post payments at the time of service. In the meantime, we are billing cost shares by mail and sincerely apologize for this inconvenience.

When you receive the billing statement for your co-pays or cost shares, we encourage you to use the following Payment Options:

**1. Pay by Mail:**

- Detach the payment coupon from your billing statement, include a check, money order, cashier's check, or credit card information in the space provided, and return in the envelope provided.

**2. Pay by Phone with Credit or Debit Card**

- Visa, Master Card, Discover are accepted, Monday - Friday, 8:00 a.m. to 5:00 p.m., Pacific Standard Time
- Copay and cost share payments are accepted by calling 206-901-7103 or 1-800-442-4014 (press option 2)
- Membership Payments are accepted by calling (206) 448-5116 or 1-866-537-6133

**3. Your Bank's Online Bill Pay:** If using your bank's Web site to make payment to Group Health, include the following information with your online payment in the memo field or account number field:

- Statement ID Number or Guarantor ID (from the bottom of your billing statement)
- Patient's full name
- Check your bank's instructions carefully to determine the best place to include this information.
- Direct payments for Cost Shares to Patient Financial Services , PO Box 34283, Seattle WA 98124-1283.
- Direct payments for Membership Dues to PO Box 34581, Seattle, WA 98124-1581.

We greatly appreciate the privilege of serving you and apologize again for this inconvenience.

***If you would like assistance in making your payment today for either billed medical services or membership dues, please proceed to your medical center's business office.***