

Understanding Your New Statement

Redesigned with you in mind



At Navista, we truly care about your patient experience. This includes your statement and the charges associated with the medical care you received at our facilities. Below you will find a description of changes to your new statement format.



Summary of Activity

Statement Date	05/28/2025
Account Name	Patient Name
Patient ID	123456
Primary Insurance	Insurance1
Secondary Insurance	Insurance2
Charges	\$1,797.43
Payments/Adjustments	-\$1,651.43
Balance Due	\$146.00
Due Date	Upon Receipt

Total Account Balance **\$146.00**

Amount Due
\$146.00



Mobile Quick Pay

Payment Options

-  **24/7 Payment Line**
Easy, automated phone payments at your convenience (615) 205-2042
-  **Go Paperless**
Sign up for eStatements, text notifications and more at personapay.com/navista
-  **Need help?**
If you have questions about your bill please call (615) 205-2042



PO Box 32489 | Knoxville, TN 37930-2489

PATIENT STATEMENT

Hours of Operation: Monday - Thursday 8:00am - 7:00pm EST, Friday 8:00am - 6:00pm EST
Call us: (615) 205-2042

ADDRESSEE:
Patient Name
1234 Street
City ST 12345-6789

Patient ID: 123456
Due Date: Upon Receipt
Amount Due: \$146.00
Amount Paid: \$ _____

 **Pay Online:** personapay.com/navista

 **MAKE CHECKS PAYABLE AND REMIT TO:**
ION Intermediate Holdings LLC
P.O. Box 306598
Nashville TN 37230-6598

Front of Statement (pg.1)

- 1 This section includes information about the patient, when the statement is due and when your statement was issued. Your Patient ID is unique to you and will be used to login to your profile.
- 2 Account activity, including total charges, total payments, and any pending insurance payments for all open accounts.
- 3 Easy Pay QR link to your unique portal.
- 4 Additional ways to pay your bill(s).
- 5 Billing Support contact methods and hours of operations.
- 6 Payment coupon to submit your payment by mail. Your total amount owed - this portion of the statement must be returned with payment. Use the back of this section to update your contact information.

Back of Statement (pg.2)

- 7 This section has a summary of account information including date of service, description of care, service location, provider, account status and a breakdown of charges and payments. If you have more than one open DOS, you will receive a detail section for each account.
- 8 Account Status: A brief description of the status of your account (Current, Past Due, or Final Notice). If you have more than one open Account you could have multiple 'Status' depending on the age of the account. The oldest account will drive our statement layout.

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Date	Service Description	Account Status	Charges	Payments/Adjustments	Patient Balance
5/5/25	Patient: Patient Name Location: Your Facility Provider: Doctor Name	Current	\$1,797.43	-\$1,651.43	\$146.00
	ACCOUNT TOTALS		\$1,797.43	-\$1,651.43	\$146.00