

# Free Patient Education Sessions

Each program is tailored for a unique need and reservations are suggested for all programs.

Please call 216.636.1121 to reserve your place.

At Cleveland Clinic, our goal is to create a seamless clinical and financial process for our patients. Because medical billing and insurance often can be confusing, our Patient Financial Services department is holding free educational forums to help people better understand the insurance and billing processes, as well as provide tools and resources to assist the community through these difficult times.

## Do you have an upcoming surgery?

If you are scheduled for surgery at any of our Cleveland Clinic inpatient or ambulatory surgery locations, take advantage of this free educational forum where you will learn how to read your evidence of coverage; find out what your insurance requirements are (referrals, pre-certifications and out-of-pocket costs, for example); and have your questions answered by insurance experts.

Preparing for Your Surgery From a Financial Perspective, 6 3 3 p.m.

**February 8:** Lutheran Hospital, Castele Learning Center Auditorium

**May 11:** Hillcrest Hospital, Auditoriums A and B, Lower Level

**August 18:** Fairview Hospital, Meeting Room A, First Floor

**November 1**

## Puzzled by health insurance and billing?

At this free educational forum, open to everyone, you will learn how to read your evidence of coverage, explanation of benefits, and Cleveland Clinic billing statement; find out what specific insurance terms mean; and have your questions answered by insurance experts.

Basics of Insurance and Billing, 6 3 3 p.m.

**April 29:** Independence Family Health Center, Lower Level, Auditorium A

**September 14:** Euclid Hospital, Waltz Auditorium

**December 15:** Westlake Family Health Center, Auditorium

## Are you close to retirement age?

If you are 63 or older and are still employed or do not have Medicare, this free educational forum will help you prepare for the transition from commercial insurance to Medicare. You will learn the difference between Medicare and a Medicare HMO; find out if you need a supplemental plan; discover what is not covered by Medicare; and have your questions answered by Medicare experts.

About to Retire? Preparing for Medicare, 6 3 3 p.m.

**February 10:** Marymount Hospital, Auditorium A

**March 23:** Medina Hospital, Dining Conference Room

**May 6:** Main Campus, Healthspace Building, Auditorium

**July 15:** Lutheran Hospital, Castele Learning Center Auditorium

**October 25:** South Pointe Hospital, Auditorium



Please call 6.636. to reserve your place.

### Need help understanding your hospital bill?

Hospital bills are sometimes confusing. Our customer service and billing experts can help you understand your Cleveland Clinic billing statements. Our experts will also explain co-insurance and deductibles and how those items are displayed on your bill.

Understanding Your Cleveland Clinic Statement, 6/3/13 3 p.m.

**June 3:** Strongsville Family Health Center, Community Rooms A & B

**September 9:** Independence Family Health Center, Lower Level, Auditorium A

**October 5:** Hillcrest Hospital, Auditoriums A and B, Lower Level

### Lost your health insurance?

If you've recently lost your health insurance, you need to know that you have coverage options. Our experts will explain the charity care programs available through the government and Cleveland Clinic, and how to apply for them and maintain your coverage.

Lost Your Health Insurance? 6/3/13 3 p.m.

**January 19:** Medina Hospital, Dining Conference Room

**January 28:** Main Campus, Healthspace Building, Auditorium

**April 1:** Euclid Hospital, Waltz Auditorium

**July 27:** South Pointe Hospital, Auditorium

**October 14:** Lutheran Hospital, Castele Learning Center Auditorium

### Using Cleveland Clinic's website tools

Do you want to take advantage of Cleveland Clinic's online tools but don't know where to start? If so, we can help. Get familiar with Cleveland Clinic's website and learn how to sign up for and use MyChart and MyAccount. Soon you'll become a proficient navigator of Cleveland Clinic's online tools.

Using Cleveland Clinic's Website Tools, MyChart and MyAccount, 6/3/13 3 p.m.

**August 9:** Lutheran Hospital, Castele Learning Center Auditorium

**November 11:** South Pointe Hospital, Auditorium

### What healthcare reform means to you

What is healthcare reform? What are the changes and how will it affect you as a patient? Become educated on the changes and how to prepare yourself for the changes.

What Healthcare Reform Means to You, 6/3/13 3 p.m.

**November 30:** Medina Hospital, Dining Conference Room

**December 2:** Fairview Hospital, Meeting Room A, First Floor

**December 7:** Hillcrest Hospital, Auditoriums A and B, Lower Level