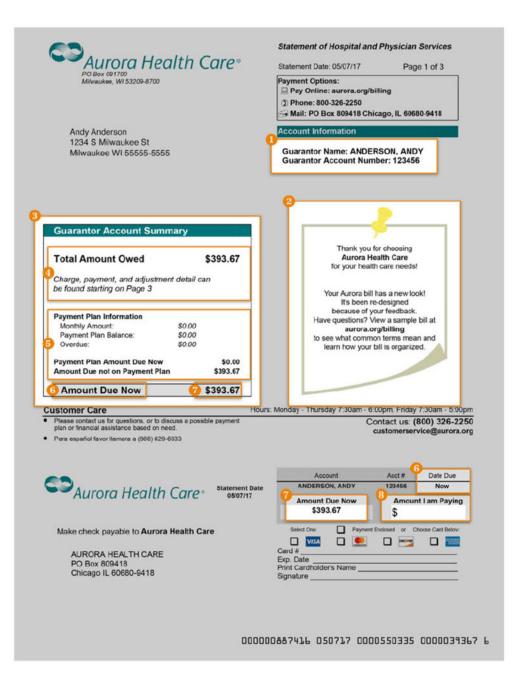
See Page 3 to learn how to read a bill for an account on a Payment Plan.

- Account Information
 The "guarantor" is the name and identifying account number of the person financially responsible for paying this account.
- 2 Here you'll find messages that may be important or helpful to you.
- Guarantor Account Summary

 Here's a summary of your account activity since your last statement.
- The **Total Amount Owed** is the total amount owed to Aurora for all services received and billed up until and through this payment cycle.
- Payment Plan Information

 If you have a payment plan, the total balance and monthly amount due will be summarized here. See How to Read a Bill On a Payment Plan in this document for more information.
- 6 Date Due

 "Now" means your payment is due as soon as you receive your bill.
- Amount Due Now
 This is the total amount you owe Aurora for this statement cycle.
 The Amount Due Now may be less than the Total Amount Owed if you're on an active payment plan.
- Amount I am Paying
 If paying by mail, use this area to indicate how much you are paying.





Continued

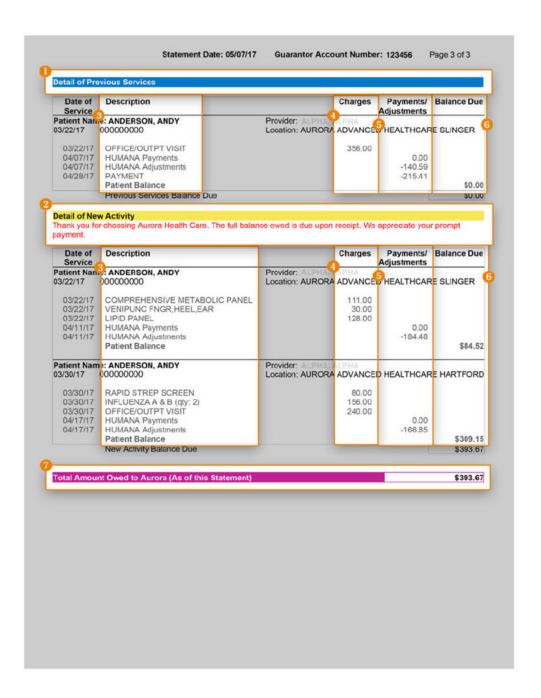
Here are the details behind the summary provided on page 1. These details can include...

- Detail of Previous Service

 This section describes the "amount due" from your last statement and any payment we recorded on your account since. To see more detail about these services, sign in to myAurora at aurora.org/billing to view past statements.
- Detail of New Activity
 This section describes the services you've received since your last statement. This section also reflects any payments you or your insurance company paid on this service.
- Description

 Here's where you can find an overview of your visit(s), including the date of the visit, the number associated with the visit, the name of the patient, and the name of the doctor.
- 4 Charges
 Look here to see the amount(s) billed directly to you or your insurance company.
- Payments/Adjustments

 "Payments" refers to the amount you or your insurance company has already paid toward your bill. "Adjustments" refers to the amount by which your bill has been reduced based on your insurance contract or plan, or by any Aurora adjustment.
- Balance Due
 This is the amount you owe Aurora for this service.
- Total Amount Owed to Aurora (as of this Statement)
 This is the total amount you owe Aurora.
 - This amount only includes services that have been processed by your insurance provider. Some services may still be pending and may not be reflected in this total or on this statement.





On a Payment Plan

- Account Information
 - The "guarantor" is the name and identifying account number of the person financially responsible for paying this account.
- Here you'll find messages that may be important or helpful to you.
- Guarantor Account Summary
 Here's a summary of your account activity since your last statement.
- The **Total Amount Owed** is the total amount owed to Aurora for all services received and billed up until and through this payment cycle.
- Payment Plan Information

Monthly Amount: This is the amount you agreed to pay monthly when you set up your payment plan.

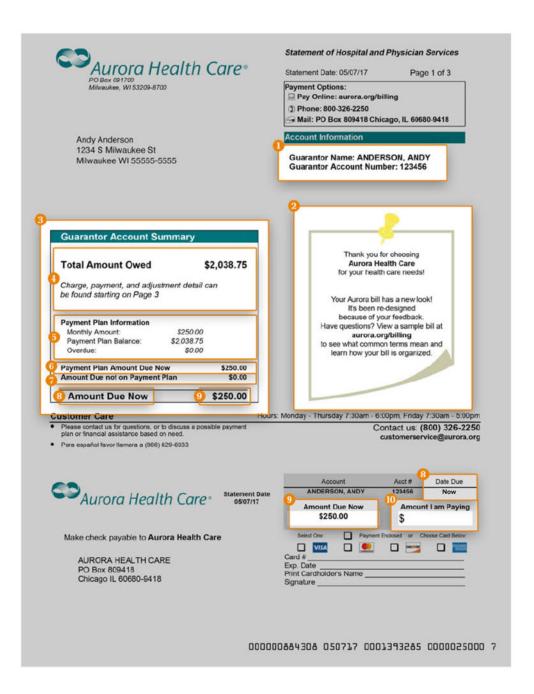
Payment Plan Balance: This is the current balance left on your payment plan – the amount you are paying off.

Overdue: This is the amount, if any, that's currently overdue on your payment plan.

- Payment Plan Amount Due Now
 This is the amount owed from all visits included on your payment plan.
- Amount Due not on Payment Plan
 This is the amount owed for visits not on a payment plan.

New visits are automatically added to your payment plan if you are in good standing on your plan, meaning you are up-to-date with your payments.

- 8 Date Due
 "Now" means your payment is due as soon as you receive your bill.
- Amount Due Now This is the total amount you owe Aurora for this statement cycle. This amount may be less than the Total Amount Owed when you're on an active payment plan.
- Amount I am Paying
 If paying by mail, use this area to indicate how much you are paying.





On a Payment Plan - Continued

1

Here are the details behind the summary provided on page 1. These details can include...

Detail of Previous Services

This section describes the "amount due" from your last statement and any payment we recorded on your account since. To see more detail, sign in to myAurora at aurora.org/billing to view past statements.

Detail of New Activity

This section describes the services you've received since your last statement. This section also reflects any payments you or your insurance company paid on this service.

Detail of Payment Plan

Here is a list of all of the services associated with your payment plan. To see more detail, sign in to myAurora at aurora.org/billing to view your past statements.

- New visits are automatically added to your payment plan if you are in good standing on your plan, meaning you are up-to-date with your payments.
- If your payment plan is past due, new services will not be included in your payment plan and some or all of your charges owed could be referred to an outside collection agency. Please contact us today at (800)326-2250 to resolve this matter.
- Description

 Here's where you can find an overview of your visit(s), including the date of the visit, the number associated with the visit, the name of the patient, and the name of the doctor.
- Charges
 Look here to see the amount(s) billed directly to you or your insurance company.
- Payments/Adjustments
 "Payments" refers to the amount you or your insurance company has already paid toward your bill. "Adjustments" refers to the amount by which your bill has been reduced based on your insurance contract or plan, or by any Aurora adjustment.
- Balance Due
 This is the amount you owe Aurora for this service.
- Total Amount Owed to Aurora (as of this Statement)
 This is the total amount you owe Aurora.

This amount only includes services that have been processed by your insurance provider. Some services may still be pending and may not be reflected in this total or on this statement.

