

# Health Services Financing

## If I have a question, who do I call?

Contact Spectrum Health's Patient Services at 833.261.4563 for general and enrollment questions. Contact Commerce Bank at 855.893.1292 with questions regarding an established account.

## What is the minimum amount that can be financed?

The Financially Responsible Person (FRP) must finance \$250 at minimum for the initial transaction.

## Is there a penalty if this is paid off early?

No, there is no early payment penalty.

## What are the payment terms?

Payment terms are as follows:

- More than \$0.00 and less than \$3,000.00 = 24 months.
- More than \$3,000.00 and less than \$5,000.00 = 36 months.
- More than \$5,000.00 and less than \$8,000.00 = 48 months.
- More than \$8,000.00 and less than \$50,000.00 = 60 months.

## What happens if I have additional balances that I want to finance in the future?

The new balance(s) can be added to the existing Line of Credit up to a total of \$50,000.00.

## What happens if I miss a payment?

The FRP should contact Commerce Bank at 855.893.1292 to discuss how they will bring the account current. Commerce Bank may also assess a late fee.

## I want to cancel my financing plan. How do I do that?

The FRP should contact Commerce Bank at 855.893.1292 to cancel an established account. Any outstanding balance will be transferred to Spectrum Health.

## Do I make my payments directly to the Provider or to Commerce Bank?

Payments should be made directly to Commerce Bank.

## What are my options for getting the payment to Commerce Bank?

You have several options:

- You may activate Online Banking through [commercebank.com/hsfbillpay](http://commercebank.com/hsfbillpay)
- You may send a check to Commerce Bank, P.O. Box 801042, Kansas City MO, 64180-1042. This address will also appear on your periodic statement.
- You may make a payment at any Commerce Bank branch location.
- If you have a Commerce Bank checking or savings account, you may make a payment by calling Commerce Bank's 24-hour automated phone line at 855.893.1292. You will be prompted to select the appropriate option to make a transfer from your checking or savings account to your Health Services Financing Account.
- If you have a checking or savings account at another bank, you may make a payment by calling Commerce Bank's 24-hour automated phone line at 855.893.1292. You will be prompted to select the appropriate option and enter the routing number and account number of the checking or savings account you wish to pay from.
- You may set up automatic recurring payments by calling Commerce Bank's 24-hour automated phone line at 855.893.1292 to request an auto-debit form that needs to be signed and mailed back to Commerce Bank.

## Can I add multiple family members in one financing plan?

Yes. The FRP can establish one financing plan for multiple accounts.

## Are elective services able to be financed?

Unfortunately, elective services are not able to be financed at this time.

## If I finance additional balances, does this affect my overall repayment terms?

The overall repayment terms do not change. Each time you finance additional balances, those lines of credit have their own unique repayment terms listed on the revised monthly billing statement for each balance financed. You will be asked to pay one monthly consolidated amount.

