



Frequently Asked Questions regarding statements

Why am I getting two statements, and why do they look significantly different?

We have migrated to a new billing system for our patients who have been seen by either our Internal Medicine or Surgery providers at our Queens POB II or Queens West ambulatory offices. Although we do have other specialists located in these Queens facilities, only providers practicing in our Internal Medicine or Surgery outpatient Queens clinics will have their services reflected on these new statements.

The statement appear different due to our migration to a new billing system. This new system contracted with a different statement vendor producing a significantly different format. We are working with our new vendor to have the statements appear closer in appearance to reduce confusion.

Why am I receiving this statement so late?

Unfortunately, during our transition to the new billing system, we were unable to generate statements timely. Now that we have the correct programming and vendors in place, we should be able to generate statements on a more regular basis.

How do I know if I can pay this statement online?

If your account number starts with a P21XXXXXXXXXX, then you can pay online.

However, if your account number does not start with a P and is only seven digits, please pay either by mailing in a check, credit card information, or by calling (808) 469-4900. We are currently working diligently with our vendors to program our site to accept online payments for all UHP statements.

Below is an example of a statement that cannot be paid online:

UHP
 Attn: Accounts Receivable
 677 Ala Moana Blvd, Ste 1001
 Honolulu, HI 96813
 (808) 469-4900

Imma B Patient
 100 Aloha Blvd, Apt A
 Honolulu, HI 96810

Account: Imma B Patient
 Date: 07/30/20 2123145

IF PAYING BY CREDIT CARD, FILL OUT BELOW

Card Number	Exp. Date
Full Name (Print)	CCV Code

PLEASE MAKE CHECKS PAYABLE AND REMIT TO

UHP
 Attn: Accounts Receivable
 677 Ala Moana Blvd, Ste 1001
 Honolulu, HI 96813
 (808) 469-4900

What if I have questions on my new statement?

If you have any further questions or concerns, please contact us at billing@ucera.org or contact us at (808) 469-4900. Thank you for your patience during this transition.