

Subject: Change in copays starting June 1

Dear Patient or Account Holder,

We know navigating healthcare and insurance can sometimes be challenging. To avoid any confusion or surprises, we want to make sure you're aware of a change coming soon.

Starting June 1, 2025, we'll collect copays **before or at check-in** for appointments for nonemergency outpatient services, including:

- Scheduled office visits (primary care and specialists).
- Therapy services (physical therapy, occupational therapy, speech, etc.).
- Outpatient diagnostic testing (imaging, scheduled labs, etc.).
- Outpatient procedural visits and in-office procedures.

If you can't make your copay, we'll help you **reschedule your visit**.

This change doesn't apply to:

- Emergency care
- Surgeries or inpatient hospital stays
- Cancer treatments
- Urgent or Express Care visits (at this time)

You can pay with a credit card, debit card, check or FSA/HSA card at all locations.

Some sites may accept cash, Apple Pay and Google Pay. You can also make payments in MyChart. For questions about your copay, please contact your insurance provider.

If you are covered by Medicaid, this change does not apply to you.

Thank you for choosing Cleveland Clinic. We're grateful to be part of your care.

Sincerely,

Cleveland Clinic