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New Single Billing Office at Lee Health Aims to Increase Convenience, Reduce Confusion

(Fort Myers, Fla. – March 1, 2019) --- Lee Health is streamlining its patient billing into one centralized Single Billing Office (SBO) providing patients with one consolidated bill for hospital and physician services.

Until now, Lee Physician Group and Lee Health hospital bills were separate. When the new SBO project launches, patients will receive one bill for their after-insurance balance across all service lines. By creating one consolidated bill for hospital and physician services, patients will receive fewer statements and will have a central contact point for assistance. Patients will no longer experience the confusion that sometimes accompanied receiving multiple different bills from different contact points within the health system.

“We are pleased to be able to consolidate patient statements from our physicians and hospitals and hopefully give you a more consumer-friendly bill,” said Anne Rose, vice president of revenue cycle at Lee Health. “Our goal is always to help our patients and families with any questions and to reduce confusion whenever possible.”

The new SBO will launch on March 1, and patients will see the new statements in the mail at the conclusion of the first billing cycle.