

Price Transparency

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CMS Administrator

“As people are paying more for their healthcare, they’re demanding more. They want quality and price transparency. This is just a response to the needs of patients.”

“If you’re buying a car or pretty much anything else, you’re able to do some research. You’re able to know what the quality is. You’re able to make comparisons. Why shouldn’t we be able to do that in healthcare? Every healthcare consumer wants that.”

Final Rule CMS – 1694-F

(part of FY 2019 IPPS/LTCH PPS)

Requires “hospitals to make available a list of their current standard charges via the internet in a machine-readable format and to update this information at least annually, or more often as appropriate.”

The rule was effective January 1, 2019 and applies to “each hospital operating within the United States.”

In the Final Rule, CMS encouraged hospitals “to provide context surrounding the chargemaster information” and clarified that CMS is not requiring at this time “any information published in a payer-specific manner.”

Specifics of the Requirement

Standard Charges

Not defined in the rule

Refers to “items and services as reflected in the chargemaster”

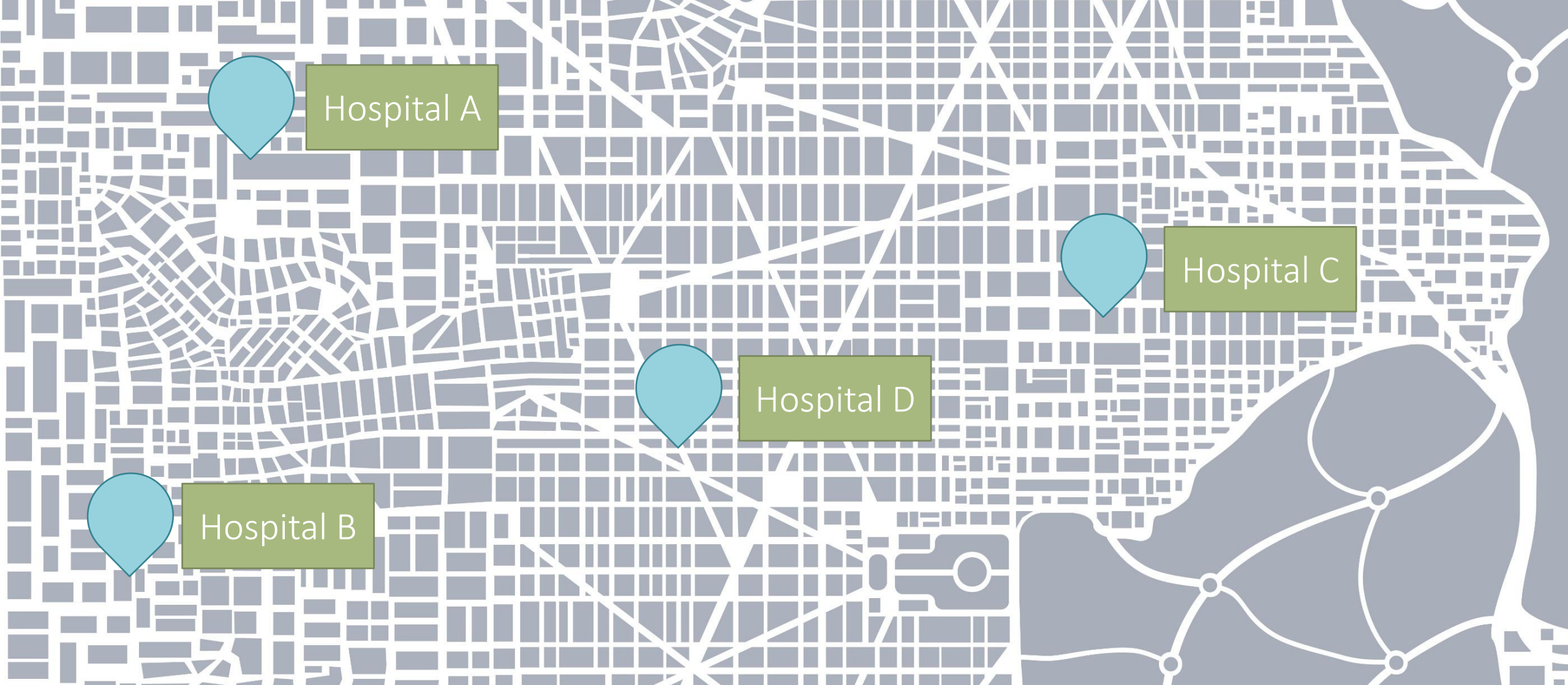
Machine Readable

Format that can be imported/read into a computer system

Acceptable formats include: XML, CSV (NO PDFS)

Timing of Updates

New guidelines indicate hospitals should update information “at least annually”



Hospital Tour

Hospital A

Rehabilitation Hospital

Non profit

106 Beds

Total Revenue: \$131 Million

Website Content

“About Our Charges”

“About Price Transparency”

“How to Understand Our Charges”

“How Much Will I Pay?”

Includes:

Context

Contact Phone Number

Link to Chargemaster



Hospital A

- Radiology services;
- Dialysis services or other dialysis providers;
- Physicians and other providers not employed by Good Shepherd;
- Other hospitals;
- Pharmacy/other pharmacies; and
- Medical transportation.

As mentioned above, the hospital charge amounts published are not the amounts expected to be paid by patients and insurances. For an estimate of what a patient's out of pocket costs will be, please contact the Good Shepherd Patient Financial Services Department at (610) 776-3282 or (877) 801-2840.

Good Shepherd Rehabilitation Hospital

- [Click here for charges related to Good Shepherd Rehabilitation Hospital and outpatient services](#)

Good Shepherd Specialty Hospital

- [Click here for charges related to long term acute care services.](#)

Pharmacy

- [Click here for charges related to pharmacy services.](#)

Please note: There may be additional charges related to physician laboratory anesthesia pharmaceuticals and		
Description	CDM	Price
Aerosol Treatment Total Time Minutes	4108025	17
Behavioral; Qualitative Analysis Units	4402524	853
CT Abdomen and Pelvis w + w/o	3500076	5553
CT Abdomen and Pelvis w/ Contrast	3503643	4963
CT Abdomen and Pelvis w/ Contrast	3503643	4963
CT Abdomen and Pelvis w/o Contrast	3500076	5553
CT Abdomen and Pelvis w/o Contrast	3503501	3217
CT Abdomen and Pevlis w/o Contrast	3503501	3217
CT Abdomen w/ + w/o Contrast	3503503	4176
CT Abdomen w/ + w/o Contrast	3503503	4176
CT Abdomen w/ Contrast	3503502	3672
CT Abdomen w/ Contrast	3503502	3672
CT Abdomen w/o Contrast	3503504	2398
CT Abdomen w/o Contrast	3503504	2398

Hospital B

New, Upstart Health Network
Hospital, Surgical Center, Multi-Specialty Clinics,
Walk-in Care Centers

40 Beds

Total Revenue: \$164 Million

Website Content

“Standard Service Charges”

“What Are We Talking About?”

“About the Chargemaster”

“How Much Will I Pay?”

Includes:

Context

Contact Phone Number

Fact Sheet

Standard Video

Link to Chargemaster



Hospital B

Hospital Charges— What Are We Talking About?

You may have heard that as of January 1, 2019, hospitals have price information online. Here is important information to help you understand what you are looking at.



The "Chargemaster"

A chargemaster is a list of medical codes and prices for everything a hospital provides to patients. Each hospital has its own chargemaster list that is used for billing purposes. A hospital's chargemaster list is not the negotiated price between hospitals and insurers, and it is not the price that most patients would pay for services. A hospital's chargemaster list is not the best tool for patients to figure out the cost of their health care services. Most people would not know all the medical codes that would be used for their care before they receive treatment. The prices on the chargemaster list are not the actual payment rates that hospitals receive. And chargemaster prices are almost never the actual amount a patient is responsible for.

How Much Will I Pay?

One way to understand what you will pay out-of-pocket is to work with your hospital and your insurer. In general:

Individuals with insurance will pay any copayments, coinsurance, or deductible due. Individuals without insurance might be eligible for financial assistance or charity care, or may be able to receive a reduced price from the hospital.

Important Terms:

Charge—The most a hospital can bill a patient's insurer.

Price—Total amount a health care provider expects to be paid by the insurer and the patient. The price will differ depending on if a patient has insurance or is eligible for financial assistance.

Cost—To a patient, cost is the amount paid out-of-pocket. This may include the deductible, copayment, coinsurance, and amounts that may not be covered by the insurance policy.

Getting Help from Your Hospital:

Hospitals offer financial counseling and help for people who have insurance and those who do not. Contact your hospital's financial office or patient advocates for help.

Hospital C

Large, Nationally Recognized Health System
Hospital, Physician Groups, Surgery Centers,
Imaging Centers, Hospice, Dialysis, & Urgent Care
Clinics

1796 Beds

Total Revenue: \$3.2 Billion

Website
Content

“Understanding Charges”

Includes:

Context

Video

Contact Phone Number

Check Box to Acknowledge Video

“Changes Checker”

Choose Location

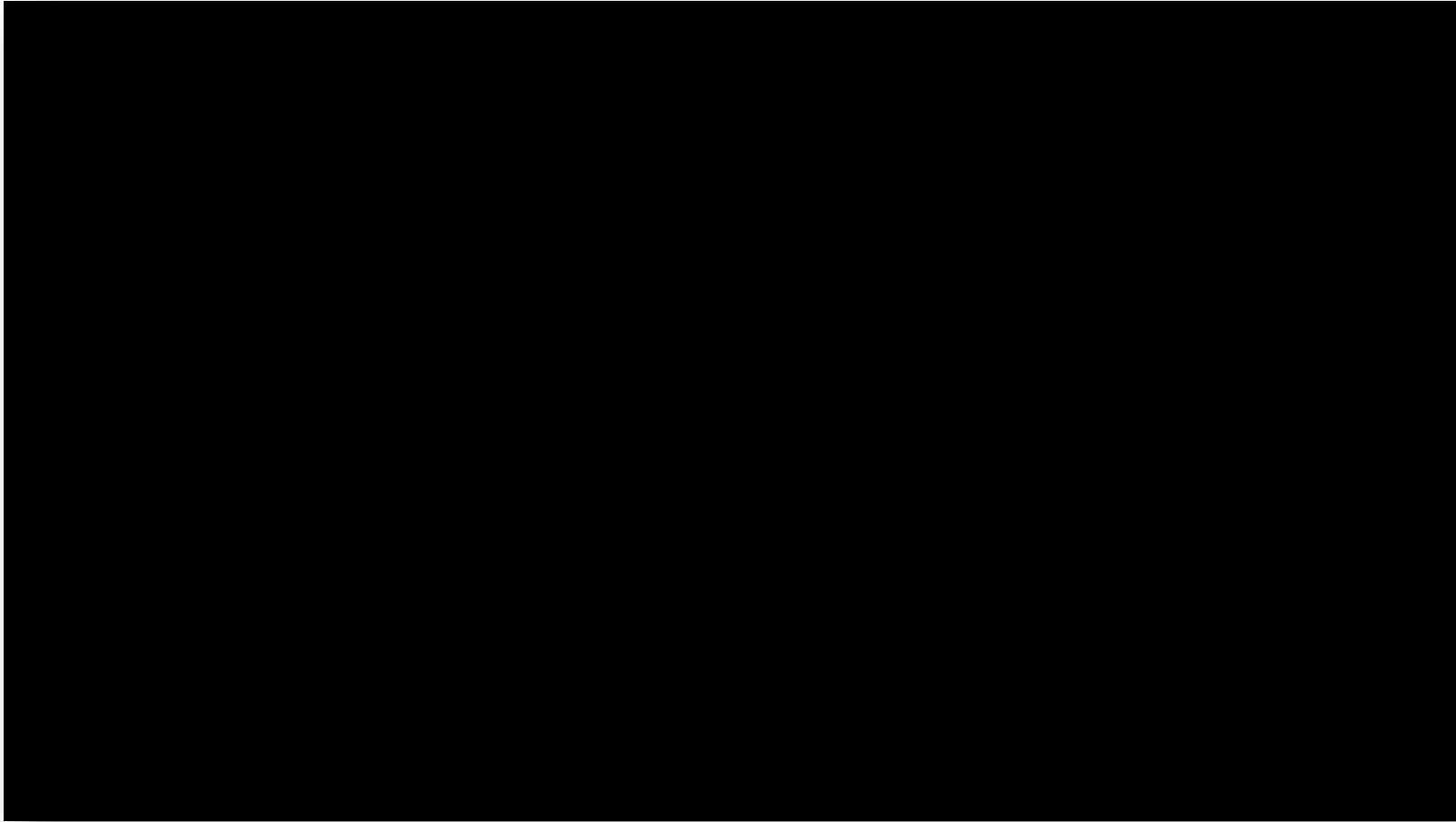
Select Category

Select Service

} See Price



Hospital C





Why the charges listed are not what you will be responsible to pay

We're all unique individuals. The exact tests, procedures and care you need to live the best life are unique to you and determine the amount your care costs. A list of charges won't tell you what kind of care you will need. Plus, people do not typically pay the price that is listed for many reasons, such as the type of insurance you have and what it covers.

What you need to know is that you will get the personalized care you need at LVHN and the prices listed on our website are not what you will be responsible to pay.

Call 888-402-LVHN (5846) or visit [LVHN.org/estimate](https://www.lvhn.org/estimate) for an actual estimate for what you will be responsible to pay based on your individual situation.

☐ I have watched the video.

[Access Charges Information](#)

Charges Checker

Remember: The charges listed on this website are not what you are going to pay.

Charge Summary

1. Location

Choose a Location

2. Category

Select a Category

3. Service

Select a Service

Charge Summary

1. Location

Lehigh Valley



2. Category

Immunizations and Injections



3. Service

Administration of influenza virus vacci



Total Charge:

\$205.00

Remember: The charges listed on this website are not what you are going to pay. Call **888-402-LVHN (5846)** or **fill out the form** to get an actual estimate for what you will pay.

Hospital D

Large University Health System, Medical School

Hospital, Physician Groups, Surgery Centers, Imaging Centers, Hospice, Rural Health Clinic, Urgent Care

1058 Beds

Total Revenue: \$1.6 Billion

Website Content

“Standard Charges for Services Provided”

“About the Chargemaster”

“How Much Will I Pay?”

“Choose a Location”

“Hospital Charges: What Are We Talking About?”

Includes:

Context

Contact Phone Number

Fact Sheet

“Price Checker” at Homepage with 2 Options

Search Procedures, Specialties, or Codes to See Price



FINANCE

PATIENT BILLING

Pay My Bill



Standard Charges for Services Provided



Contact us

From Name: *

Enter text here

From e-mail address: *

Enter text here

Phone Number

Enter text here

How Much Will I Pay?

The best way to understand what you will pay out-of-pocket is to work with your hospital and your insurer. In general:

- Individuals with insurance will pay any copayments, coinsurance, or deductible due.
- Individuals without insurance might be eligible for financial assistance or charity care, or may be able to receive a reduced price from the hospital.

Choose a location:

- [Allentown Campus](#)
- [Anderson Campus](#)
- [Bethlehem Campus](#)
- [Miners Campus](#)
- [Monroe Campus](#)
- [Palmerton/Gnaden Huetten Campus](#)
- [Quakertown Campus](#)
- [Sacred Heart Campus](#)
- [Warren Campus](#)

[Supplies Network Charge Master](#)

[Network Pharmacy Charge Master](#)

You may have heard that as of January 1, 2019, hospitals have price information or important information to help you understand what you are looking at.

About the "Chargemaster"

- A chargemaster is a list of medical codes and prices for everything a hospital charges patients.
- Each hospital has its own chargemaster list that is used for billing purposes.

[Supplies Network Charge Master](#)

[Network Pharmacy Charge Master](#)

Hospital Charges - What Are We Talking About?

[Download the Information Sheet](#)

Important Terms:

Charge - The most a hospital can bill a patient's insurer.

Price - Total amount a health care provider expects to be paid by the insurer and the patient. The price will differ depending on if a patient has insurance or is eligible for financial assistance.

Cost - To a patient, cost is the amount paid out-of-pocket. This may include the deductible, copayment, coinsurance, and amounts that may not be covered by the insurance policy.

St. Luke's University Health Network offers financial counseling and help for people who have insurance and those who do not. Contact our financial navigators at 1-844-SLPRICE.



Hospital D

GET A GREAT PRICE FOR HEALTH CARE.

Evaluate your options.
Choose the lowest price.
Call to schedule.

START HERE



Option 1 PriceLock Price

An all-inclusive, "bundled,"
pre-pay cash price

Option 2 Post-Insurance Price

Price estimate when you
use your insurance and
pay after procedure

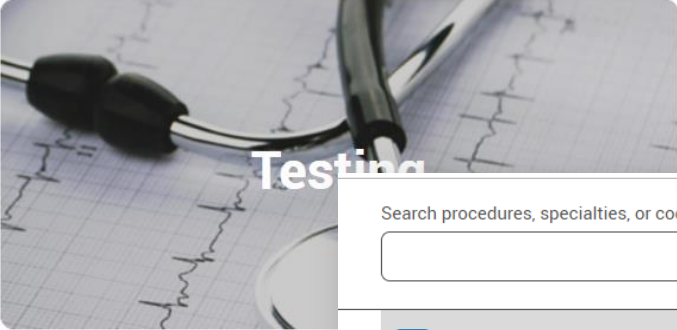
Hospital D

Search procedures, specialties, or codes

Q

Category

Select



Testing



Imaging



Lab Services

Search procedures, specialties, or codes

☐ 3D Mammo CPT Code: 77063z

☐ 3D Mammo Diagnostic Bilateral CPT Code: 77066z

☐ 3D Mammo Diagnostic Unilateral CPT Code: 77065z

☐ 3D Mammo Screening CPT Code: 77067z

☐ Bone - Density DEXA Spine CPT Code: 77080

☐ CT Scan - Abdomen and Pelvis CPT Code: 74177

☐ CT Scan - Abdomen and Pelvis with and without Contrast CPT Code: 74178

☐ CT Scan - Abdomen and Pelvis without Contrast CPT Code: 74176

StLuke's PRICECHECKER

Evaluate. Decide. Schedule.

Procedure: Laryngoscopy (CPT Code: 31525)

PriceLock Price

\$2,000.00

- ✓ No Hidden Fees | All in one price
- ✓ Pre-pay Discount | Lowest price
- ✓ Convenient | Schedule now

Call to Schedule an Appointment

Per ACA rules, all US hospitals were required to establish, update, and make public a list of their standard charges for all items and services provided to patients in a “machine-readable” format by 1/1/2019.

Added our Hospital Standard Charges spreadsheet to our website for Baystate Medical Center, Baystate Franklin Medical Center, Baystate Noble Hospital, and Baystate Wing Hospital

Baystate
Health

Baystate Health Challenges

Format is confusing for patients

- Listed by hospital service code
- General description detail is hard to decipher
- BMC alone has 21,000+ codes

Baystate Health has four hospitals, and the cost of services varies at each

Patients may not understand that price listed may not be out of pocket cost, leading to further confusion

- Baystate lists a disclaimer

Baystate Health Chargemaster Disclaimer

The information provided on this page is a comprehensive list of standard charges for each inpatient and outpatient service or item provided by our hospital, also known as a chargemaster. The Centers for Medicare and Medicaid Services (CMS) requires hospitals to post this information, however it is not a helpful tool for patients to estimate what their healthcare services are going to cost them out of their own pocket. For more information about the cost of your care or financial assistance, please contact our patient financial services staff at: 413-794-9999 or request a fee estimate at

<https://www.baystatehealth.org/patients/billing-and-financial-assistance/fee-estimate>

Answering Patient Questions

Baystate Health Billing Department
Customer Service and onsite Financial
Counselors are available for questions.
Our most common questions include:

What is a chargemaster?

Why do hospitals have different
charges?

Is this the amount if I have insurance?

Thank you

Any questions?