



## **SYSTEM POLICY**

**Category:** Finance

**Policy #:** PH-100-0011

**Policy Title:** Price Transparency Policy

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**Executive Owners:** Chief Financial Officers

**Original Policy Date:** 09/29/2014

**Current Policy Effective Date:** 10/1/2014

**Last Review Date:** New Policy

**Next Required Review Date:** 09/29/2015

**Policy Applies to:** All Presence Health System Hospitals

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### **I. POLICY STATEMENT**

It is the policy of Presence Health to allow the public access to Presence Health's standard charges for services obtained across hospitals.

### **II. PURPOSE**

The purpose of this policy is to ensure timely and accurate responses to patient requests for the list of standard charges for services rendered by Presence Health hospitals, consistent with business needs and applicable law.

### **III. MISSION/VALUES RATIONALE**

This policy is consistent with and furthers the Presence Health Mission and at least one of the HOPE values as described in this section. This policy furthers the value of honesty by promoting pricing transparency for patients, so that they can understand their potential financial liability for services obtained at our hospitals and to allow comparison for similar services across hospitals. In accordance with our core value of honesty, we strive to charge the correct amount, in the correct manner, for the services we have provided in order to obtain the correct reimbursement for all services rendered.

### **IV. DEFINITIONS**

As used in this policy:

- A. Standard charges – means the charge amount set before any discounts. Hospitals are required by the federal government to use standard charges as the starting point for all bills.
- B. Total charges – means the aggregate charge amount based on services provided and may vary from patient to patient, depending on the physician's treatment plan due to individualized health needs.

**V. PROCEDURE**

- A. Presence Health allows public access to standard charges for health care services provided at our hospitals. Sharing charge information is one way to help patients and their families make informed decisions regarding their health care.
- B. The public may obtain Presence Health's standard charges by:
1. Contacting Customer Service by calling (847) 813-3600 Monday through Friday from 9:00 am-4:00 pm. Designated Patient Financial Services Representatives will be available during these hours to assist the public with accessing the information. The information will be made available verbally by phone or on a charge estimate form by email.
  2. Visiting a Presence Health hospital Patient Access Department.
  3. Calling to schedule an outpatient test at a Presence Health hospital.
- C. General Information
1. Total charges are based on the type of care provided to a specific patient. Total charges may be different for specific patients due to the medical condition, length of time spent in surgery or recovery, necessary specific equipment, supplies or medication, and depending on the physician's treatment plan due to individualized health needs.
  2. Presence Health standard charges are separate and distinct from physician's charges. All of the physicians, residents, or medical students (under the supervision of physicians and/or residents), who furnish services to patients during their admission including emergency room physicians, radiologists, pathologists, anesthesiologists, etc., who render professional services, bill and collect independently for their services. Physician's charges and/or bills will be separate and apart from the hospital's billing and collections, even if the hospital bills on the physician's behalf.
- D. Estimates/Financial Assistance
1. For patients with health insurance, patients are responsible to pay the deductible, copay and/or coinsurance set by their health insurance plan. Presence Health recommends contacting the health plan directly for specific financial obligations.
  2. For patients without health insurance, Presence Health has an automatic 40% discount. Presence Health also has a financial assistance program that assists patients with obtaining health care coverage. There are Presence Health hospital-based Financial Counselors that are Certified Application Counselors with the state of Illinois available to facilitate obtaining health care coverage for patients.
  3. Presence Health's financial assistance program may include either a substantial reduction of charges in accordance with the Illinois Uninsured Patient Discount Act, additional discounts (e.g., Presence Health Financial Assistance, prompt pay, etc.), or a complete write-off of charges that could result in care being free or at a greatly reduced price.

**VI. IMPLEMENTATION FORMS AND OTHER DOCUMENTS**

1. Presence Health Price Transparency Policy Frequently Asked Questions (FAQs)
2. Presence Health Provision for Financial Assistance – Hospitals 2014