

## COXHEALTH PRICE TRANSPARENCY AND DISCLOSURE

### **PURPOSE:**

The purpose of this policy and procedure is to provide information and guidance regarding the availability and disclosure of price information at CoxHealth Hospital Facilities. This policy documents how CoxHealth complies with the Affordable Care Act (ACA) Transparency requirement. Information about pricing of physician services can be obtained directly from the physicians' office.

### **POLICY:**

CoxHealth believes that in order for prices to be meaningful, a personalized price estimate is needed and such estimates will be provided upon request and/or offered to the patient at the time of registration on certain scheduled services. Prices for a particular procedure or episode of care can vary based on the specific services provided as well as the degree of complexity due to the needs and/or specific condition of the patient. Personalized price estimates are CoxHealth's primary source of price information. Price estimates include, where applicable, facility charges, estimates of payer allowable and patient out-of-pocket responsibility to provide meaningful information to consumers.

**SCOPE:** All CoxHealth Hospital Services

### **DEFINITIONS:**

#### Price Transparency

The accessibility of the hospital's standard price information.

#### Disclosure

The act of making CoxHealth hospitals' standard price information available to the public.

#### Price Estimate

A personalized estimate of an individual's scheduled or anticipated hospital medical service(s) which factors in the typical charges associated with the service(s), the estimated amount the payer will allow, and the estimated patient out-of-pocket expense.

## **PROCEDURE:**

### **1. Contact Information**

Information on how to request a Price Estimate for hospital services is provided on the CoxHealth website ([www.coxhealth.com](http://www.coxhealth.com)), at all hospital registration points, and through Patient Financial Services. Patients may call, write, email or request a price estimate in person at the point of registration as set forth below. Financial counseling and pre-registration staff will provide the requested pricing estimates.

- A. Call: 417-348-8930
- B. Write: Cox Medical Center  
P.O. Box 650  
Attn: Financial Counselors  
Branson, MO 65615
- C. Email: [CMCB\\_DL\\_FinancialCounselors@coxhealth.com](mailto:CMCB_DL_FinancialCounselors@coxhealth.com)
- D. In Person: Request information at the point of registration
- E. Media: Requests from the media are referred to CoxHealth Corporate Communications department

### **2. Price Estimation**

Price estimation and insurance eligibility software is utilized to evaluate historical charging patterns, current pricing, payer allowables, and the patient's insurance plan benefits against the anticipated or scheduled service to be provided to the patient. The benefits identifying co-pay, deductibles and coinsurance are applied to the allowable to estimate the patient's out-of-pocket responsibility.

The patient is provided with a verbal explanation of the price estimate. A consumer-friendly written summary of the estimate is mailed or offered to the patient in person. A log of all estimates given will be kept by the financial counselors and pre-registration staff. The logs are audited periodically by Patient Access Leadership staff to ensure the quality and consistency of the information provided.

### **3. General Price Requests**

General price requests may be referred to a financial counselor at the number and/or email indicated above in Section 1. Inquiries that do not request an estimate for a specified service(s), or that are made by the Media or other outside parties will be referred to CoxHealth Corporate Communications or the appropriate party for review including, without limitation: Revenue Cycle, Legal and Corporate Integrity Departments and CoxHealth Chief Financial Officer.

Please allow 30 days for a request to be processed.

Due to the sensitivity and complexity of pricing information, general requests for pricing information that do not relate to a specific service may be satisfied by scheduling time with a CoxHealth representative in one of the following locations to view the information. Copies or photographs will not be permitted.

## **Locations**

Cox Medical Center Branson  
Patient Financial Services  
Medical Plaza One Building, Suite 201  
Branson MO 65616  
*Call for Appointment: 417-348-8622*

Cox Monett Hospital  
Patient Financial Services  
801 N Lincoln Ave  
Monett, MO 65708  
*Call for Appointment: 417-354-1188*

Cox North  
Patient Financial Services  
1<sup>st</sup> Floor, above Outpatient Entrance  
1423 N Jefferson Ave  
Springfield, MO 65802  
*Call for Appointment: 417-269-3117*

Cox South  
Financial Counselor  
West Pavilion Entrance  
3801 S. National  
Springfield, MO 65807  
*Call for Appointment: 417-269-8380*

The standard price list will be published and available in the above designated locations in paper form and will be updated by the Revenue Integrity Department at least twice per year. While most pricing changes occur annually in October, all prices are subject to change as needed. In particular, pricing for services that require the use of supplies and pharmaceuticals may change more frequently as these items are based on the cost to purchase.