

TITLE: Price Transparency
SECTION: Finance (FIN)

PURPOSE

The Price Transparency policy provides information regarding the availability of price information. The policy documents how Saint Luke's Health System complies with Affordable Care Act (ACA) Transparency Requirement and Missouri Senate Bill No. 608.

POLICY

Saint Luke's Health System believes that in order for price transparency to be meaningful a personalized price estimate is needed. Personalized price estimates are Saint Luke's Health System'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.

PROCEDURE

Price transparency information and how to request an estimate for hospital services appear on the Saint Luke's Health System website. The hospitals provide price estimates when requested from patients. Patients may call, write or email to request a price estimate.

Requests from patients are referred to the Centralized Business Office or the Patient Accounting Office.

Centralized Business Office 816-932-5678
 Saint Luke's Hospital
 Saint Luke's Northland Hospital
 Saint Luke's South Hospital
 Saint Luke's East Hospital
 Saint Luke's Cushing Hospital

Patient Accounting
 Anderson County Hospital 785-204-8000
 Crittenton Children's Center 816-765-6600
 Hedrick Medical Center 660-646-1480
 Wright Memorial Hospital 660-358-5700

Requests from the media are referred to SLHS Media Relations at 816-502-8532 or 816-502-8533.

Price estimate software or manual identification of charges is completed. The payer allowable, based on regulated or contractual payer agreements, determines how much is allowed for the charges. The patient's insurance plan is verified and benefits confirmed. The confirmed benefits identifying co pay, deductibles and coinsurance are applied to the allowable amount to estimate the patients out of pocket responsibility.

ISSUED BY:	Vice President Revenue Cycle
EFFECTIVE DATE:	08/01/2017
SUPERSEDES EFFECTIVE DATE:	10/01/2014
APPROVED BY:	Senior VP Finance & Administration/Chief Financial Officer
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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. If the patient cannot be reached, the written summary of the price estimate is mailed to the patient.

Any request from media or others is reviewed prior to responding. Internal departments reviewing the request may include Marketing, Media Relations, Revenue Cycle, Legal, Compliance, the entity Chief Financial Officer and others. Please allow 30 days for a request to be processed due to staffing availability and complexity of the request. Due to the sensitivity and complexity of information, requests may be available for 'viewing only' at Saint Luke's Health System Corporate Headquarters in the presence of a Saint Luke's Health System representative. Copies or photographs will not be permitted.

Missouri Senate Bill No. 608

SLHS hospitals make charge information for the 100 most prevalent DRGs in Missouri as defined by Medicare available to the public. The charge information appears on the Focus on Hospitals website.
www.focusonhospitals.com

IN COLLABORATION WITH:

VP Government and Community Relations
VP Chief Ethics & Compliance Officer
Chief Financial Officer(s)

SLHS Entities Covered by this Policy: This policy applies to:

Anderson County Hospital (d/b/a for Saint Luke's Hospital of Garnett, Inc.)
Hedrick Medical Center (d/b/a for Saint Luke's Hospital of Chillicothe)
Saint Luke's Cushing Hospital
Saint Luke's East Hospital
Saint Luke's Hospital of Kansas City
Saint Luke's North Hospital (d/b/a for Saint Luke's Northland Hospital Corporation)
Saint Luke's South Hospital, Inc.
Wright Memorial Hospital (d/b/a for Saint Luke's Hospital of Trenton, Inc.)

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Saint Luke's

HEALTH SYSTEM

SLHS POLICY & PROCEDURE

FIN-057

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APPROVALS

Chuck Robb, Senior Vice President and Chief
Financial Officer

08/01/2017

Date

ISSUED BY:

Vice President Revenue Cycle

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