



## Organizational Guidelines

<b>Title:</b> Patient Price Transparency Policy	
<b>Department:</b> Revenue Cycle	
<b>Area:</b> Hospital Wide	<b>Effective Date:</b> November 1, 2015
<b>Pages:</b> 2	<b>Date Last Revised/Reviewed:</b> November 1, 2015
<b>Approved by:</b> System CFO	<b>Reference Number:</b>
<b>Original Date Approved:</b> November 1, 2015	<b>Inactive Date:</b>

### Purpose

Huntsville Hospital Health System's (the "Hospital") guideline is to allow the public to view Hospital's standard charges in compliance with the Affordable Care Act ("ACA"), Section 2718(e) of the Public Health Service Act. This policy is designed to promote transparency for patients and to ensure compliance with the ACA.

### Procedure

1. Hospital will respond to inquiries by patients interested in receiving an estimate of their out-of-pocket financial responsibility for Hospital services. Patients may contact the Patient Financial Services Department at (256) 265-9569 Monday-Friday, 8:00 a.m. – 4:30 p.m. for assistance. Patients with health insurance will be directed to contact their health plan for specified financial obligations. Patients without health insurance will be provided information related to the Hospital's financial assistance policies.
2. Any estimates provided will be an average charge for the service without complications. The information provided is not a quote or guarantee of what the charges will be for a specific patient's care, nor does it include the cost of professional services provided by physicians, anesthesiologists, radiologists, advance practice nurses, physician assistants or other independent practitioners.
3. The Hospital will make available its standard charges upon request.
  - a. The public may view this information by appointment in the Patient Financial Services Department located at 120 Governors Drive SW, Huntsville, Alabama 35801.
  - b. Patients may contact the Patient Financial Services Department at (256) 265-9569 to make an appointment. Appointments will be scheduled during the business hours of 10:00 a.m. to 3:00 p.m., Monday through Friday, with the exception of holidays when the Patient Financial Services Department is closed. A designated representative from the Patient Financial Services Department will be available during those hours to assist the public in accessing the information.
  - c. This policy prohibits the public from replicating, photocopying, scanning or using any other type of electronic means to copy the Hospital's standard charge information.
4. Any charge information provided will be for gross charges (prior to any applicable insurance being applied) for the service without complications. The information provided is not a quote or guarantee of what the charges will be for a specific patient's care, nor does it include the cost of professional services provided by physicians, anesthesiologists, radiologists, advance practice nurses, physician assistants or other independent practitioners.