

SUBURBAN HOSPITAL

Department Policy and Procedure Manual

TITLE: Hospital Service Charges

Policy No. **FIN143A**

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PURPOSE:

To ensure that information regarding hospital charges is available to the public through publication of a representative list of services and charges, to be available on the hospital internet website and in written form at the hospital, and by specific request. This policy is in accordance with the Johns Hopkins Health System's policy and procedures regarding hospital charges.

POLICY:

This policy serves to:

- Ensure appropriate charges are listed in accordance with case mix information for the hospital.
- Ensure that proper procedures are followed by personnel in communication with patients and families regarding hospital charges. These procedures are in compliance with all protected health information (PHI) policies and guidelines.
- Ensure that proper procedures are followed by all Patient Access personnel in communication with patients and families regarding hospital charges. These procedures are in compliance with all protected health information (PHI) policies and guidelines.
- Assist patients and families regarding hospital charge inquiries.

REFERENCES:

JHHS Finance Policies and Procedures

FIN034H - Financial Assistance

FIN141 – Written Estimates

PROCEDURE:

A. Development of Hospital Charge List

- a. On a quarterly basis, the Finance Department will produce an established list of representative services and procedures and corresponding average charges for those services and procedures for the previous 12 months as follows:
 - i. Inpatient – The average charges per case for the ten (10) most frequently occurring inpatient diagnoses (determined by DRG) for each medical service.
 - ii. Outpatient – The average charges per procedure for the ten (10) most frequently occurring outpatient procedures (defined by principal CPT codes) in three clinical areas: radiology, laboratory, and outpatient surgery.
- b. The updated list will be posted to the hospital internet website:
[http://www.hopkinsmedicine.org/suburban_hospital/planning_your_visit/financial_in](http://www.hopkinsmedicine.org/suburban_hospital/planning_your_visit/financial_information/)
[formation/](http://www.hopkinsmedicine.org/suburban_hospital/planning_your_visit/financial_information/) and supplied to staff in the registration and financial counseling offices.

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- c. The website will be updated quarterly by the 1st of the month in July, October, January, and March.

B. Inquiries Related to Hospital Charges

- a. Inpatient Prior To/Day of Service
 - i. Patients can contact Financial Counseling (301-896-2222) for a copy of the list of charges. Patients can also request current charges for specific service/procedures.
 - ii. Inquiries regarding hospital charges will be directed to the public website.
- b. Post-Day of Service/Discharge
 - i. Patients can contact the Billing Office at 866-323-4615.
 - ii. Inquiries regarding hospital charges will be directed to the public website.
 - iii. A copy will be mailed upon request.

C. Communication and Education

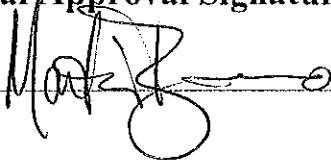
The Director of Patient Access is responsible for proper training of staff to ensure that they respond appropriately to the requests for information regarding charges for specific services and procedures and are aware of the location of this information. This policy will be communicated to the appropriate personnel via the following channels:

- Department Leadership: Admitting will distribute information concerning the website address and the appropriate information to respond to patient requests.
- Patient Financial Services: Customer Service staff will be educated concerning the website address and the appropriate information to respond to patient requests.
- Director of Finance: Will assure staff is knowledgeable about the criteria to build the charge report, how to post the report to the appropriate website quarterly and will ensure that the charge listing is distributed to appropriate parties.

Review Cycle

Three (3) years

Final Approval Signature: (President/Appropriate Sr. Vice President)



Approved:	Date Issued:	Date Last Revised:	Date Reviewed:
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