	Johns Hopkins Health System Patient Financial Services Manual Billing and Registration	<i>Policy Number</i>	FIN143
		<i>Effective Date</i>	10/05/2015
		<i>Approval Date</i>	N/A
	<i>Subject</i> Hospital Service Charges	<i>Page</i>	1 of 3
		<i>Supersedes</i>	08/01/2011

This document applies to the following Participating Organizations:

Johns Hopkins Bayview Medical Center The Johns Hopkins Health System The Johns Hopkins Hospital Corporation

Keywords: Hospital Charge

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I. PURPOSE

The purpose of this policy is 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.

II. REFERENCES

The Johns Hopkins Hospital (JHH) Finance Policies and Procedures


- Policy No. FIN034A – Financial Assistance
- Policy No. FIN141 – Written Estimates

III. RESPONSIBILITIES

- A. Director of Casemix Information Management
 1. Ensure appropriate charges are listed in accordance with Casemix information for the Hospitals.
- B. Administrator of Ambulatory Services
 1. 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.
- C. Director/Assistant Director of Admitting and Registration
 1. Ensure that proper procedures are followed by all Admitting and Registration personnel in communication with patients and families regarding hospital charges. These procedures are in compliance with all protected health information (PHI) policies and guidelines.
- D. Patient Financial Services Customer Service
 1. Assist patients and families regarding hospital charge inquiries.

IV. PROCEDURE

- A. Development of Hospital Charge List

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1. On a quarterly basis, staff under the direction of the Director of Casemix Information Management 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:
 - a. Inpatient- The average charges per case for the ten (10) most frequently occurring inpatient diagnoses (determined by DRG) for each medical service. This includes medicine/surgery, obstetrics, psychiatry and pediatric cases.
 - b. Outpatient- The average charges per procedure for the ten (10) most frequently occurring outpatient procedures (defined by CPT codes) in three clinical areas: diagnostic imaging, laboratory services and outpatient surgery.
 2. The updated list will be sent to Department Managers and Administrators, the Manager of Customer Service for The Johns Hopkins Health System Corporation (JHHS), posted to the internet website: http://www.hopkinsmedicine.org/the_johns_hopkins_hospital/index.html and supplied to staff in the admitting and financial counseling offices.
- B. Management of Inquires Related to Hospital Charges
1. Inpatient Prior To/Day of Service
 - a. Patients can contact Admitting and Registration for a copy of the list of charges. Patients can also request current charges for specific service/procedures from the JHH or the Johns Hopkins Bayview Medical Center (JHBMC) Admitting and Registration offices.

Contact Number	Contact Department
410-955-6056	JHH Admitting & Registration
410-955-9464	JHH Outpatient Services
410-550-0830	JHBMC Admitting Office
410-550-7900	JHBMC Outpatient Services

- b. Inquiries regarding hospital charges will be directed to the public website.
2. Post-Day of Service/ Discharge
 - a. Patients can contact Johns Hopkins Patient Financial Services Customer Service:

JHH- 443-997-0100	Toll Free# JHH- 800-757-1700
JHBMC- 443-997-0200	Toll Free# JHBMC- 877-361-8702

- b. Inquiries regarding hospital charges will be directed to the public website.
 - c. A copy will be mailed upon request.


V. STANDARDS

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

VI. COMMUNICATION AND EDUCATION

Each Johns Hopkins entity 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 JHHS personnel via the following channels:

1. Departmental Leadership: Admitting will distribute information concerning the website address and the appropriate information to respond to patient requests.

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2. Patient Financial Services: Customer Service staff will be educated concerning the website address and the appropriate information to respond to patient requests.
3. Director of Casemix Information Management: Will assure staff is knowledgeable about the criteria to build the charge report, how to post the report to the appropriate JHHS websites quarterly and will ensure that the charge listing is distributed to appropriate parties at each of the Hospitals.

VII. SPONSOR

- Director of Casemix Information Management, JHHS
- Director of Admitting & Registration, Patient & Visitor Services, JHH
- Director of Admissions, JHBMC

VIII. REVIEW CYCLE

Three (3) years