


ATTACHMENT 2

INFORMATION REGARDING CHARGES

Attachment : MFSMC Average Estimated Charges Policy

 MedStar Franklin Square Medical Center		Average Estimated Charges		
Date Created:	03/28/2017	Version:	2	Page 1 of 2
Date Approved:	03/28/2017	Document Number:	4265	
Date Effective:	03/28/2017			
Purpose:	The purpose of this policy is to define the procedure for informing prospective patients of the estimated average charge for an admission and/or procedure at MedStar Franklin Square Medical Center.			
Content Owner:	Mills, Linker			
Approved By:	Strassner, Larry			
Affected Departments	Finance, Marketing, Patient Access			
Links: http://www.medstarfranklinsquare.org/our-hospital/estimated-average-charges-for-common-procedures/				

POLICY:

Hospital rates in the State of Maryland are regulated by the Health Services Cost Commission (HSCRC). The HSCRC sets rates for all payers including Medicare and Medicaid. Patients are informed of estimated average charges for common inpatient and outpatient services at MedStar Franklin Square Medical Center via the hospital's website. These charges are estimates and may change without notice. The actual cost of care may be higher or lower depending on the patient's unique circumstances, such as length of stay in the hospital and complexity of their medical condition. These charges will be updated quarterly.


PROCEDURE:

A list of common inpatient and outpatient procedures are maintained on the hospital's website and can be accessed through the following:

<http://www.medstarfranklinsquare.org/our-hospital/estimated-average-charges-for-common-procedures/>

A written copy of a representative list of services and prices is also available in the hospital's Financial Counseling Department. Associates handling inquiries will be trained on the policy and procedure, and how to manage patient's questions about average estimated charges.

1. This information is reviewed and updated regularly and is based on the average charge for twelve months based on procedure code.
2. Patients with questions about this information are also directed to contact the MedStar Patient Financial Services office at (410) 933-8200 or toll free (866) 423-2734 during normal business hours (6:30 AM to 5:00 PM EST).
 - a. A trained patient financial services representative will facilitate response to the patient's inquiry.
 - b. Information requested will be responded to within 24 hours of contact. The intent is to respond by no less than the end of the next business day.

 MedStar Franklin Square Medical Center	Average Estimated Charges	
	Version	2
	Document Number	4265
		Page 2 of 2

- c. A current list will be available in writing upon request and can be sent as an attachment to email.
- d. If desired, patients may also request the information to be mailed via U.S. Postal Service.

Associates handling inquiries will be trained on the policy and procedure, and how to manage patient's questions about average estimated charges.

References	
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