

---

## Pricing Transparency Policy

---

### I. Purpose

To provide accurate pricing estimates to patients prior to receipt of services at the Ochsner Health System (“Ochsner”) facilities. Greater pricing transparency will allow individuals to predict their out-of-pocket liability before services are rendered, and promote a value-based healthcare marketplace.

### II. Scope

This policy applies to current or potential patients who have requested a pricing estimate at any healthcare facility owned by Ochsner. This policy does not apply to facilities engaged in non-ownership affiliations with Ochsner, such as lease-management agreements.

### III. Definitions:

- A. Patient Responsibility Estimate Form – The form allows individuals to receive basic, facility-specific estimated prices about services provided at Ochsner facilities by submitting basic demographic information.
- B. MyOchsner – Online portal for Ochsner patients to access their healthcare information.

### IV. Policy Statements

In order to better communicate with patients, Ochsner establishes and makes available a process for patients to obtain pricing estimates for healthcare services.

### V. Procedures/Standards and Roles & Responsibilities

- A. Individuals may obtain price estimates by accessing or submitting information via:
  - 1. Online Submittal of the Patient Responsibility Estimate Form
    - i. Ochsner's Main Website - [www.ochsner.org](http://www.ochsner.org)
    - ii. MyOchsner - Existing Ochsner Patients Only
    - iii. Upon accessing either [Ochsner.org](http://Ochsner.org) or My Ochsner, the individual may navigate to the Patient Responsibility Estimate Form link for price estimates.
  - 2. Telephone number dedicated to provide price estimates. Estimates can be obtained by calling 504-703-2773.



Policy Number OHS.REV.043  
Date of Issue January 2015  
Review Dates  
Policy Owner(s) Revenue Cycle

---

## Pricing Transparency Policy

---

3. Written request submitted through the mail to:

Ochsner Health System  
Patient Financial Services  
Attn: Fee Estimate Department  
1514 Jefferson Highway  
New Orleans, LA 70121

- B. In order to proceed with a price estimate, the requestor must provide the following information:

- a. Name (First and Last)
- b. Telephone Number
- c. Facility Location Preference
- d. Current Insurance Information
- e. Requested service or procedure, including all applicable procedure codes
- f. Return notification preference

- C. Estimates will be returned in 48-72 business hours once all required information is provided

1. Return time may vary based upon data available in the fee estimation tool or other extenuating circumstances

### VI. External References

- a. **PART L. LOUISIANA HEALTH CARE CONSUMERS' RIGHT TO KNOW §1300.111. Findings**

The legislature finds that as a result of rising health care costs, the shortage of health professionals and health care services in many areas of the state, and the concerns expressed by consumers, health care providers, third-party payers, and others involved with making informed decisions regarding health care services, treatment, and coverage, there is a need to have access to provider specific health care cost, quality, and outcome data on health care facilities, health care providers, and health plans as well as continued access to global patterns and trends in the availability, use, and charges for health care services and the associated health circumstances. June 30, 2008

- b. **CMS Guidelines 04-08-2014: Hospital Price Transparency.** The Affordable Care Act contains a provision that is consistent with our effort to improve the



Policy Number	OHS.REV.043
Date of Issue	January 2015
Review Dates	
Policy Owner(s)	Revenue Cycle

---

## Pricing Transparency Policy

---

transparency of hospital charges. It requires that each hospital establish and make public a list of its standard charges for items and services. In this proposed rule, we are reminding hospitals of their obligation to comply with the statutory requirements. Our guidelines for implementing the provision are that hospitals either make public a list of their standard charges or their policies for allowing the public to view a list of those charges in response to an inquiry. We encourage hospitals to undertake efforts to engage in consumer friendly communication of their charges to help patients understand what their potential financial liability might be for services they obtain at the hospital, and to enable patients to compare charges for similar services across hospitals.

### VII. Policy History

New Policy

*[Remainder of page intentionally left blank, approval signatures and reviewers listed on next page]*



Policy Number OHS.REV.043  
Date of Issue January 2015  
Review Dates  
Policy Owner(s) Revenue Cycle

---

## Pricing Transparency Policy

---

### **VIII. Approved**

Warner Thomas, President and Chief Executive Officer  
Scott Posecai, Executive Vice President and Chief Financial Officer

### **Reviewers**

Stephanie Wells, Revenue Cycle Vice President

Sandra Dufrene, Revenue Cycle Assistant Vice President

Dale Beler, Revenue Cycle Assistant Vice President

Wendell White, Revenue Cycle Assistant Vice President

Katherine Cardwell, Revenue Cycle Assistant Vice President

Wendy Burns, Revenue Cycle Assistant Vice President

Harry Reese, Chief Financial Officer, Ochsner Medical Center

Mark Eckert, Chief Financial Officer, Ochsner Medical Center - Kenner

Randy Langford, Chief Financial Officer, Ochsner Health Center - West Bank

Anthony Saul, Chief Financial Officer, Ochsner St. Anne General Hospital

Stephanie Bushart, Chief Financial Officer, Ochsner Medical Center - Baton Rouge

Forrest Whichard III, Chief Financial Officer, Ochsner Medical Center - North Shore

Scott Boudreaux, Interim Chief Financial Officer, Ochsner Baptist Medical Center