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
   ii. MyOchsner - Existing Ochsner Patients Only
   iii. Upon accessing either 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.
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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
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

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VIII. Approved
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Scott Posecai, Executive Vice President and Chief Financial Officer

Reviewers
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