



SCHEDULED OUTPATIENT AND THERAPY CARE SERVICES

# Price Transparency

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*At Children's Colorado, we are committed to consumer transparency and quality. It's important to us that patients and families have the information they need about the cost of care within our system.*

*We want to help our patients and families understand the charges they may see. Patients/Families will receive an automatically generated estimate upon scheduling a service and verifying insurance coverage (including Self Pay). Patient/families also have access to on demand estimates through our online tool or calling our Cost Estimate Team.*



Children's Hospital Colorado

*It's important to us that every patient and family has an excellent experience at Children's Colorado. That's why service is a core pillar of our organization. We define patient-family experience with three powerful words: welcoming, collaborative and personalized. As an organization, we strive to live by these words and aspirational statements:*



### **Welcoming**

We create an environment filled with warmth and hope by going above and beyond.



### **Personalized**

We recognize and honor the uniqueness of each patient and family through genuine and empathetic care.



### **Collaborative**

We build trusting relationship through transparent and consistent communication.

*Over the last several years, Children's Colorado has listened to patient/family feedback and developed multiple strategies to support price transparency and cost estimates, and we continuously partner with patients/families to identify areas where we can improve the services we provide.*

# Step 1

## Patient/family schedules an appointment

When a patient/family schedules an outpatient appointment, our team assesses availability and acuity. Our team then identifies their health insurance coverage. If the patient does not have commercial or public insurance, the patient is screened for public insurance program eligibility. Identifying insurance coverage helps to set up the cost estimate process as a next step. An appointment is not based on a patients/families insurance status as we care for all kids regardless of ability to pay.

# Step 2

## Patient/family receives a text message with information about the visit

Upon scheduling the visit, two text messages are sent immediately.



**Note:** The billing link takes you to a page with all our patient resources around financial counseling, billing, charges and self services estimates.



We send text messages out in five languages (English, Spanish, Russian, Mandarin, Chinese, and French), and two languages (English and Spanish) for MyChart.

When a family confirms, the confirmation message has a message related to billing and resources.

If patient does not have insurance, a Financial Counselor is available to screen and assist patients/families for public insurance options (charity care, Medicaid, etc).

# Step 3

## Patient/family receives the cost estimate through their MyChart account (sample cost estimates)

Cost estimates are generated as soon as scheduling is completed and once patient/family's coverage is verified. Cost Estimates are delivered via text, email, and/or MyChart based on patient's preference. The cost estimate is always accessible via the patient's electronic health record portal, MyChart. If any of the patient's information is changed/updated, then an estimate is regenerated and sent three days before the service is performed. Patient/families also have access to on demand estimates through our online tool or calling our Cost Estimate Team.

Note: estimates are not generated for Medicaid patients since they often pay nothing.

Estimate for clinic visit with commercial insurance

**Patient Estimate**  
test on March 18, 2023

Reference [REDACTED]  
Prepared on 3/16/2023

Date of Birth [REDACTED] MRN [REDACTED] Insurance Coverage  
Anthem BCBS - Anthem/BC  
PPO/Blue Priority PPO

Dear Guardian(s) of [REDACTED]  
Thank you for choosing Children's Hospital Colorado, a Top 10 Best Children's Hospital by U.S. News & World Report. We believe in family-centered care and your involvement in your child's care is critical.

This estimate is for hospital charges for anticipated care. It is based on similar procedures performed at Children's Hospital Colorado and on the hospital's current understanding of your insurance coverage, which is:

You Pay	Details
0.00	Hospital Fees 144.00
	Insurance Covers -144.00
	You Pay 0.00

Charge Detail  
Diagnosis

NPI: 1720243348  
Anschutz Medical Campus, Aurora - Hospital Charge  
Detail  
13123 E. 16th Ave., AURORA CO 80045-7106 Phone: 720-777-6422  
Tax ID: 840166760

Code	Description	Qty	Amount
99213	Clinic Visit Intermediate Level	1	144.00
	Insurance Covers (based on 144.00 allowed amount)		-144.00
	Your responsibility for charges billed by Anschutz Medical Campus, Aurora		0.00

We work hard to provide an accurate and personal estimate of your out-of-pocket costs, but this is an estimate only. Your care will be based on your specific needs, and the actual charges on the final hospital bill may vary significantly from the estimate for a variety of reasons, which may include:

- Your medical conditions and final diagnosis;
- Any complications that may arise; and
- Any additional treatment, equipment, medication, or tests you receive.

- Your medical conditions and final diagnosis;
- Any complications that may arise; and
- Any additional treatment, equipment, medication, or tests you receive.

If you have insurance, your insurance benefits will ultimately determine the amount you owe (including any co-pays, deductibles, co-insurance, and out-of-pocket maximums).

This is an estimate for hospital charges only. Please note that you will receive two bills when you are seen in our facilities:

- A bill from Children's Hospital Colorado. This bill will include charges for the hospital facility, clinical staff, equipment, lab work, and radiology fees such as x-rays, MRI, etc.
- A separate bill from your physicians or other providers who provide services to you while at a Children's Colorado location. For example, if you see your primary care physician and a neurologist, you will receive a bill for each of their services. Please contact your doctors directly for an estimate of their charges. You can obtain an estimate for CU Medicine physician charges by calling 303-493-7700.

It remains the patient's personal responsibility to verify insurance coverage, if any, and to verify whether the patient has in-network insurance coverage or out-of-network insurance coverage.

The estimate you receive will be for today only. The hospital's charges are based on its standard chargemaster rates in effect at the time of service. The hospital makes no representations, express or implied, and disclaims all liability, as to the accuracy of this estimate. If the patient is out-of-network or the services are not covered, the patient is expected to pay the full amount of the hospital's pre-determined chargemaster rates. This estimate is not a promise, agreement, or contract to accept as payment for hospital charges the amount of the estimate. This estimate does not change the patient's agreement to pay all charges not otherwise paid by insurance. The hospital's chargemaster rates are available online at [www.childrenscolorado.org](http://www.childrenscolorado.org).

Should you have further questions, please contact us at:

- Cost Estimates: 720-777-0720 or Cost.Estimate@childrenscolorado.org
- Payment plans or billing: 720-777-6422
- Financial Assistance: 720-777-7001
- Cost Estimates for CU Medicine Physician Charges: 303-493-7700.

Our hours of operation are Monday-Friday 8:00 am - 4:30pm. Again, thank you for choosing Children's Hospital Colorado for your child's healthcare needs.

Sincerely,

Cost Estimates Team

**Estimate for complex visit with commercial insurance**

**Patient Estimate**  
test on March 18, 2023 Reference [redacted]  
Prepared on 3/16/2023

Date of Birth [redacted] MRN [redacted] Insurance Coverage  
Anthem BCBS - Anthem/BC PPO/Blue Priority PPO

**Dear Guardian(s) of [redacted]**  
Thank you for choosing Children's Hospital Colorado, a Top 10 Best Children's Hospital by U.S. News & World Report. We believe in family-centered care and your involvement in your child's care is critical.

This estimate is for hospital charges for anticipated care. It is based on similar procedures performed at Children's Hospital Colorado and on the hospital's current understanding of your insurance coverage, which is:

<b>You Pay</b>	<b>1,006.92</b>	<b>Details</b>
		Hospital Fees <b>1,622.00</b>
		Insurance Covers <b>-615.08</b>
		<b>You Pay 1,006.92</b>

**Charge Detail**

Diagnosis  
NPI: 1720243348  
Anschutz Medical Campus, Aurora - Hospital Charge  
Detail  
13123 E. 16th Ave., AURORA CO 80045-7106 Phone: 720-777-6422  
Tax ID: 840166760  
Code Description Qty Amount  
99213 Clinic Visit Intermediate Level 1 144.00  
73130 Xr Hand 3+ Views 1 332.00  
97110 Therapeutic Exercises 1 95.00  
29075 Application of Forearm Cast 1 1,051.00  
Total Estimated Charges **1,622.00**  
Insurance Covers (based on 1,034.60 allowed amount) **-615.08**  
Your responsibility for charges billed by Anschutz Medical Campus, Aurora **1,006.92**

We work hard to provide an accurate and personal estimate of your out-of-pocket costs, but this is an estimate only. Your care will be based on your specific needs, and the actual charges on the final hospital bill may vary significantly from the estimate for a variety of reasons, which may include:

- Your medical conditions and final diagnosis;
- Any complications that may arise; and
- Any additional treatment, equipment, medication, or tests you receive.

If you have insurance, your insurance benefits will ultimately determine the amount you owe (including any co-pays, deductibles, co-insurance, and out-of-pocket maximums).

This is an estimate for hospital charges only. Please note that you will receive two bills when you are seen in our facilities:

- A bill from Children's Hospital Colorado. This bill will include charges for the hospital facility, clinical staff, equipment, lab work, and radiology fees such as x-rays, MRI, etc.
- A separate bill from your physicians or other providers who provide services to you while at a Children's Colorado location. For example, if you see your primary care physician and a neurologist, you will receive a bill for each of their services. Please contact your doctors directly for an estimate of their charges. You can obtain an estimate for CU Medicine physician charges by calling 303-493-7700.

**It remains the patient's personal responsibility to verify insurance coverage, if any, and to verify whether the patient has in-network insurance coverage or out-of-network insurance coverage.**

The estimate you receive will be for today only. The hospital's charges are based on its standard chargemaster rates in effect at the time of service. The hospital makes no representations, express or implied, and disclaims all liability, as to the accuracy of this estimate. If the patient is out-of-network or the services are not covered, the patient is expected to pay the full amount of the hospital's pre-determined chargemaster rates. **This estimate is not a promise, agreement, or contract to accept as payment for hospital charges the amount of the estimate. This estimate does not change the patient's agreement to pay all charges not otherwise paid by insurance.** The hospital's chargemaster rates are available online at [www.childrenscolorado.org](http://www.childrenscolorado.org).

Should you have further questions, please contact us at:

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Sincerely,

Cost Estimates Team

**Estimate for Self Pay**

**Visit Estimate**

Follow Up Visit at Children's Colorado Regional Outreach Clinic - Developmental Pediatrics with Physician AMB Zzest on February 27, 2023 Reference [redacted]  
Prepared on 3/16/2023

Date of Birth [redacted] MRN [redacted] Insurance Coverage  
Self-Pay

**Dear Guardian(s) of [redacted]**  
Thank you for choosing Children's Hospital Colorado, a Top 10 Best Children's Hospital by U.S. News & World Report. We believe in family-centered care and your involvement in your child's care is critical.

This estimate is for Children's Hospital Colorado's charges for planned care. It is based on similar procedures performed at Children's Hospital Colorado and on the hospital's current understanding of your insurance coverage, which is: Self-Pay - No Insurance Coverage.

<b>You Pay</b>	<b>248.30</b>	<b>Details</b>
		Hospital Fees <b>526.00</b>
Subtotal	<b>526.00</b>	Discounts <b>-277.70</b>
Discounts	<b>-277.70</b>	<b>You Pay 248.30</b>

**Estimate of Services and Items provided by Children's Colorado (Hospital Charges):**

Diagnosis  
NPI: 1720243348  
Anschutz Medical Campus, Aurora - Hospital Charge  
Detail  
13123 E. 16th Ave., AURORA CO 80045-7106 Phone: 720-777-6422  
Tax ID: 840166760  
Code Description Qty Amount  
93005 Electrocardiogram Tracing 1 382.00  
99213 Clinic Visit Intermediate Level 1 144.00  
Total Estimated Charges **526.00**  
Discounts **-277.70**  
Your responsibility for charges billed by Anschutz Medical Campus, Aurora **248.30**

- If the main service scheduled is a surgery or procedure, unless otherwise stated, the

- Your medical conditions and final diagnosis;
- Any complications that may arise; and
- Any additional treatment, equipment, medication, or tests you receive.

If you have insurance, your insurance benefits will ultimately determine the amount you owe (including any co-pays, deductibles, co-insurance, and out-of-pocket maximums).

This is an estimate for hospital charges only. Please note that you will receive two bills when you are seen in our facilities:

- A bill from Children's Hospital Colorado. This bill will include charges for the hospital facility, clinical staff, equipment, lab work, and radiology fees such as x-rays, MRI, etc.
- A separate bill from your physicians or other providers who provide services to you while at a Children's Colorado location. For example, if you see your primary care physician and a neurologist, you will receive a bill for each of their services. Please contact your doctors directly for an estimate of their charges. You can obtain an estimate for CU Medicine physician charges by calling 303-493-7700.

**It remains the patient's personal responsibility to verify insurance coverage, if any, and to verify whether the patient has in-network insurance coverage or out-of-network insurance coverage.**

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- Payment plans or billing: 720-777-6422
- Financial Assistance: 720-777-7001
- Cost Estimates for CU Medicine Physician Charges: 303-493-7700.

Our hours of operation are Monday-Friday 8:00 am - 4:30pm. Again, thank you for choosing Children's Hospital Colorado for your child's healthcare needs.


Sincerely,

Cost Estimates Team

# Step 4

## Patient/family comes in for the visit

Registration consolidated acknowledgements are reviewed and signed during check in process (print options available). Either via MyChart E Check in, Kiosk, or with a team member. These acknowledgments are also accessible in their MyChart. Page 12 specifically calls out our Financial Assistance, Charity Care, and Payment Plan Information.

 CHILDREN'S HOSPITAL COLORADO  
UNIVERSITY OF COLORADO DENVER, SCHOOL OF MEDICINE  
**JOINT NOTICE OF PRIVACY PRACTICES**  
YOUR RIGHTS AND RESPONSIBILITIES  
YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

**OUR PLEDGE REGARDING YOUR HEALTH INFORMATION**

Children's Hospital Colorado (Children's Hospital) is one of our priorities that information about you and your health is personal and sensitive. Our primary responsibility for your personal health information is to keep it safe. When we share your information, we will ensure a secure and safe environment for you. Your health information includes any records we create or maintain to provide care to you, or to obtain payment for that care, including information about your medical record history. We need the information to provide you with quality care and to comply with certain legal requirements. This notice explains your rights and certain obligations we have regarding the way we use and share your health information.

The Health Insurance Portability and Accountability Act (HIPAA) federal privacy law requires us to:

- provide this notice to you
- maintain the privacy of your health information
- follow the terms of this notice

If you are a patient or a parent/guardian (authorized representative) of a patient or the holder, you are the patient's "personal representative." Please read this notice with the understanding that we will discuss your rights with you.

This notice applies to all of the records of your care generated by any of the Children's Hospital Colorado, our medical staff, and its physicians, residents, fellows, students and allied health students affiliated with the University of Colorado - School of Medicine when they are working at Children's Hospital Colorado or an affiliated Health Care Organization (HCO). This notice also applies to the privacy practices of the Pediatric Care Network and its subsidiaries. We do not disclose information to the general public without your consent. We do not disclose information to children, for our joint activities relating to pediatric community health.

**HOW WE MAY USE AND DISCLOSE HEALTH INFORMATION ABOUT YOU**

The following categories describe different ways in which we use your health information internally, and release your health information to various entities. Children's Hospital Colorado may use your information for or without your permission from you. We have not listed every use or release of information within the categories, but all permitted uses fall within one of the following categories:


**Treatment** - We may use or disclose your health information, including information about your mental health treatment, to provide you with medical treatment and health care services. We may share your health information with or request information from doctors, nurses, technicians, medical students, interns, health information exchanges, or others who are involved in taking care of you during your visit with us or elsewhere for a course of care. Unless you request a restriction and the restriction applies under federal and state privacy laws, we will make reasonable efforts to notify your primary care provider and other providers who need to receive notification of your status for treatment, care coordination or quality improvement purposes when you are admitted to a Children's Hospital emergency department or inpatient unit, when you are discharged from a Children's Hospital emergency department or inpatient unit, or when Children's Hospital transfers your care, all in compliance with federal and state law.

We participate in Health Information Exchange (HIE) including Colorado Regional Health Information Organization (CRHIO) and CareExchange, to access and share your health information with other participants of these HIE's for treatment and permissible payment purposes. We will notify your health care providers of admission, discharge, and transfers through HIE.

Children's Hospital Colorado complies with applicable federal and state laws and does not discriminate on the basis of race, sex, ethnicity, or ancestry.

At Children's Hospital Colorado, we are committed to providing services to patients and families in a safe, secure, and confidential environment. We are committed to providing services to patients and families in a safe, secure, and confidential environment. We are committed to providing services to patients and families in a safe, secure, and confidential environment.

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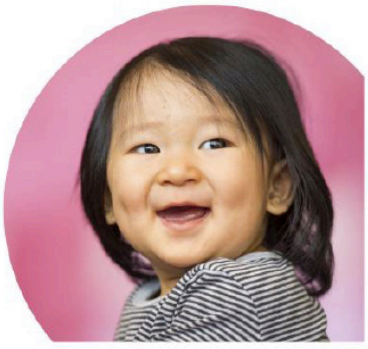


## Patients' and Parents' Rights and Responsibilities

Information for our Patients and Families

You and your family are a valued part of your healthcare team. We encourage you to talk with your team when you have questions or concerns.

A Spanish version of this brochure is available from your provider.



## Financial Assistance, Charity Care and Payment Plan Information

**Financial Assistance Program**

Many of our patient families who do not have health insurance are surprised to learn that their child may qualify for help. Children's Hospital Colorado works with eligible patients and families to apply for government aid for hospital services. If patients and their families are not eligible for government aid, the Financial Counseling team may be able to offer other financial aid in the form of discounts and payment plans.

The Financial Assistance Program is available to all patients who do not have health insurance and live in the United States. We expect families to use all available resources before financial aid will be considered.

Qualifications for many assistance programs require applicants to meet federal poverty income guidelines based on the Federal Poverty Level (located at [www.childrenscolorado.org](http://www.childrenscolorado.org)). Eligibility for financial aid depends upon family size, income, and the age of the applicant.

Please call us at 720-777-7001 to speak with a Financial Counselor. They will help you apply for financial aid programs that are available.

**Children's Hospital Colorado Charity Program**

Children's Hospital Colorado Charity Program provides financial aid to patients and families in need. The decision to provide charity care will, in most cases, be based on a review of the family's income, assets and liabilities at the time of visit, and will typically result in a sliding scale co-payment due from the family.

Copies of our Financial Assistance Policy and Application are available online ([childrenscolorado.org](http://childrenscolorado.org)) or by visiting or calling our Financial Counseling offices at these locations:

Children's Hospital Colorado, Anschutz Medical Campus 13223 East 16th Avenue, Aurora, CO 80045 Phone: 720-777-7001	Children's Hospital Colorado, Colorado Springs 4080 Birtgarte Parkway, Colorado Springs, CO 80920 Phone: 719-305-9993
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Copies are available for free in multiple languages, including English and Spanish.

**What are the general requirements?**



- Exemptions may apply
- Ineligibility for Medicaid, Child Health Plan+, Colorado Indigent Care Program, and other health insurance
- Federal Poverty Level (not at 250% discount) for household size, income, and legal status
- Submission of required information within 365 days from the date that the first post-discharge billing statement for the care is provided

**Amounts Generally Billed (AGB)**

Children's Hospital Colorado limits the amount charged for care it provides to any individual who is eligible for Financial Assistance. CHCO uses the look-back method as defined in federal regulation (42 CFR) to determine the AGB.

**Payment Plan Options**

Children's charges are consistently applied to all patients regardless of their ability to pay or method of payment. Children's Hospital Colorado provides flexible payment plan options for our patients and families. While many payment plans do not exceed 6 months, exceptions can be made on a case-by-case basis. To set up a payment plan, please call us at 720-777-6422 to speak with a Customer Service representative.



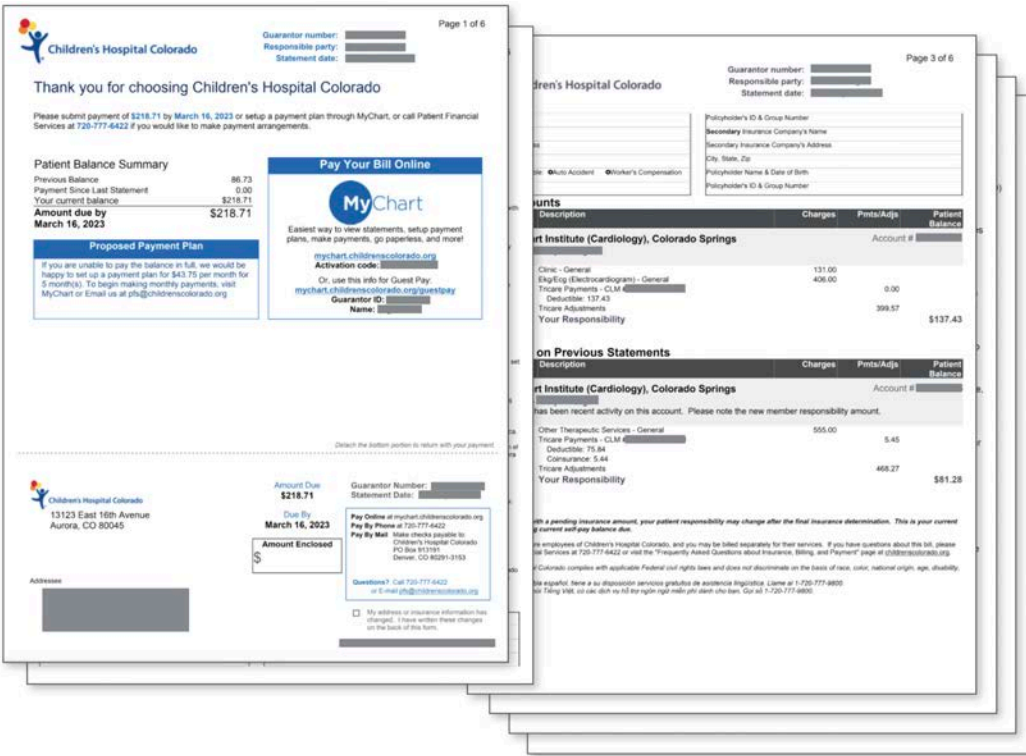
Children's Hospital Colorado complies with applicable federal and state laws and does not discriminate on the basis of race, sex, ethnicity, or ancestry. We are committed to providing services to patients and families in a safe, secure, and confidential environment. We are committed to providing services to patients and families in a safe, secure, and confidential environment. We are committed to providing services to patients and families in a safe, secure, and confidential environment.

# Step 5

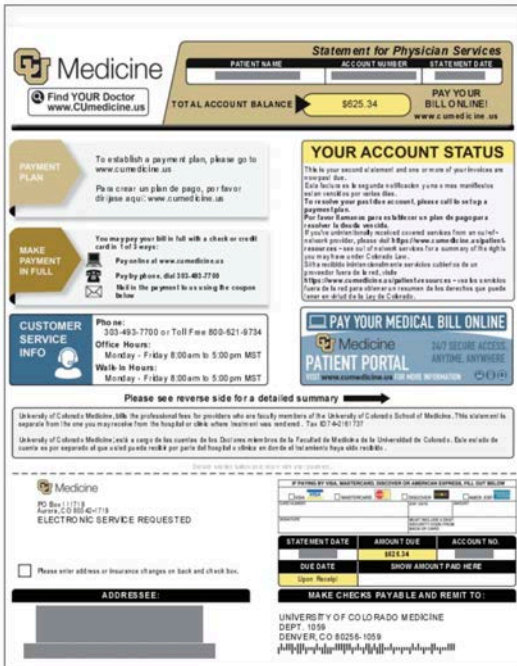
## After the visit, the patient/family receives a Children's Colorado bill for hospital services and a CU Medicine bill for physician/advanced practice provider services

Payment plans are available and can be set up with our Patient Financial Services team.

Sample of Children's Colorado bill




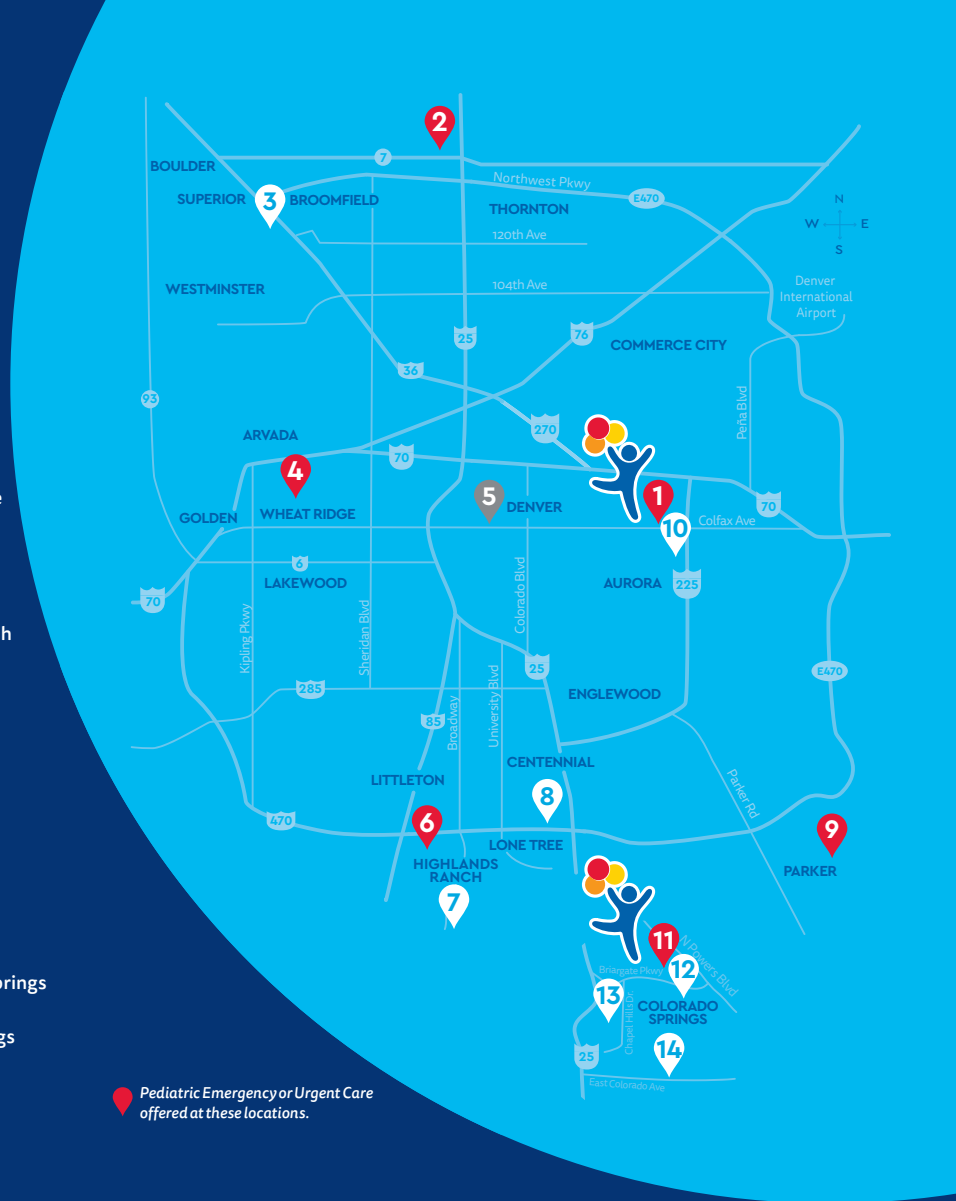
Sample of CU Medicine bill



# Locations

- 1 Children's Hospital Colorado  
Anschutz Medical Campus, Aurora
- 2 Children's Hospital Colorado North Campus, Broomfield
- 3 Children's Colorado Therapy Care, Broomfield
- 4 Children's Colorado Outpatient and Urgent Care, Wheat Ridge
- 5 Children's Colorado Outpatient and Urgent Care at Uptown,  
Denver **TEMPORARILY CLOSED, with the exception of sleep studies**
- 6 Children's Hospital Colorado South Campus, Highlands Ranch
- 7 Children's Colorado Therapy Care, Highlands Ranch
- 8 Children's Colorado Orthopedic Care, Centennial
- 9 Children's Colorado Outpatient and Urgent Care, Parker
- 10 Children's Colorado Health Pavilion, Aurora  
- Children's Colorado KidStreet
- 11 Children's Hospital Colorado, Colorado Springs
- 12 Children's Colorado Outpatient Care at Briargate, Colorado Springs
- 13 Children's Colorado Therapy Care on Telstar, Colorado Springs
- 14 Memorial Hospital Central,  
pediatric expertise provided by Children's Colorado

 Pediatric Emergency or Urgent Care offered at these locations.




*We see more, treat more and heal more kids than any other hospital in our seven-state region. We care for kids with some of the most complex and challenging conditions in pediatrics. Hospital-based clinics extend the critical care, urgent care or emergency services that you find at a hospital to a location closer to home for patients. We are proud to offer multiple channels for our patients and families to access price transparency and resources to support their experience at Children's Colorado.*

## Cost Estimate Team

 720-777-0720

## Financial Counselor

 720-777-7001

## Patient Financial Services

 720-777-6422



**Children's Hospital Colorado**