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**UNIVERSITY OF ILLINOIS HOSPITAL AND CLINICS  
MANAGEMENT POLICY AND PROCEDURE**

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**NO.: LD 3.10**

**APPROVAL DATE: April 5, 2019**

**EFFECTIVE DATE: April 8, 2019**

**SUBJECT: Public Viewing of Hospital Charges**

**OBJECTIVE**

This policy allows the public to view the University of Illinois Hospital and Clinics (Hospital) standard charges in compliance with the Fiscal Year (FY) 2019 Medicare Hospital Inpatient Prospective Payment System (IPPS) and Long-Term Acute Care Hospital (LTACH) Prospective Payment System Final Rule (CMS-1694-4) and Affordable Care Act, Section 2718(e) of the Public Health Service Act. It is intended to promote transparency for patients to understand their potential financial liability for services obtained at our hospital and to allow comparison for similar services across hospitals.

**DEFINITIONS**

**For the purpose of this policy, the following definitions apply:**

**Hospital charges:** The amounts set before any discounts. Hospitals are required by the federal government to utilize uniform charges as the starting point for all bills. Those uniform charges are maintained in the hospital charge master. Charges are based on what type of care was provided and can differ from patient to patient for the same service depending on any complications or different treatment provided due to the patient's health. Therefore, actual charges for a specific patient may differ from the listed standard charges as the level of service intensity changes.

**Uninsured Patient:** A patient who does not have third-party coverage from a health insurer, a health care service plan, Medicare or Medicaid, and whose injury is not compensable for purposes of workers' compensation, automobile insurance or other insurance as determined and documented by the Hospital (210 ILCS 88/10 – Fair Patient Billing Act, see also 210 ILCS 89/5 – Hospital Uninsured Patient Discount Act).

**POLICY**

It is the policy of the University of Illinois Hospital and Clinics (Hospital) to provide pricing estimates to patients upon request, access to the hospital charge master by request and/or access to the hospital charge master by viewing the publicly posted charge master on the hospital website which is reviewed and updated at least annually. Uninsured Patients will be offered standard discounts as reflected in the hospital financial assistance policy, [LD 3.07-Hospital Financial Assistance for Uninsured Patients](#). Patients seeking estimates on coinsurance or other out of pocket costs may need to contact their third party insurance carrier in order to calculate certain amounts not paid by the insurance company.

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**PROCEDURE**

- A. Estimates/Financial Assistance:** Many patients that will seek hospital charge information are interested in knowing what their out-of-pocket financial responsibility will be. This is an opportunity to have important conversations regarding finances. Those with health insurance can be directed to contact their health plan for specific financial obligations. Those without health insurance can contact 866-600-CARE, to be provided with information related to the Hospital's financial assistance program, the Hospital's Uninsured Patient Discount Program and available assistance from a Hospital Certified Application Counselor in obtaining medical coverage under the Affordable Care Act. Requests for specific price estimates should be directed to Hospital Patient Accounting at 312-996-1000 for further assistance. In order to provide immediate turn around relative to specific recurring requests servicing departments may be delegated by the Associate Chief Financial Officer, Revenue Cycle to provide pricing estimates directly to patients without contacting Patient Accounting. In those situations, prices must be verified by the servicing departments with Patient Accounting at least annually and in concert with dates relative to hospital price increases.
- B. Time/Location to View Charges:** The public may view this information upon request by contacting Hospital Patient Accounts at 312-996-1000 or by emailing [billinfo@uic.edu](mailto:billinfo@uic.edu). Hospital Patient Accounts will provide the requested information by telephone or will schedule an appointment convenient to both Hospital Patient Accounts and the requesting party to review the information in person. The public may also review hospital standard charges via the internet by visiting the hospital website, [Billing-and-Pricing](#).
- C. Information Provided:** Additional information is available to patients or the general public requesting access to the Hospital's standard charges to facilitate an understanding of hospital pricing and how that pricing relates to what patients ultimately owe. Frequently asked questions on hospital pricing and out of pocket costs are posted to the hospital's publically available website at [Billing-and-Pricing](#).

**Keywords** none

**References**

**Hospital Management Policy and Procedure**

[LD 3.07 – Hospital Financial Assistance for Illinois Uninsured Patients](#)

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**Addendum** none

**Rescission Date**  
October 2014

**Reviewed by**  
This policy was reviewed and endorsed by the following individual(s):  
Chief Financial Officer

**Policy Owner – Associate Chief Financial Officer, Revenue Cycle**