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.
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.

Text message sent to confirm appointment:

Patient Name has an appointment with Children’s Colorado, Outpatient Care, Parker, on Monday, March 6 at 10:15 a.m. Patient Name please arrive 15 minutes early. The location is 9399 Crown Crest Blvd, Suite 300, Parker, CO 80138 for directions. Face masks are required. Learn more: https://bit.ly/31h30Xb Questions? Call 720-777-1300. Confirm your appointment here. STOP to block this confirmation.

Text message sent after the patient/family replies back to confirm:

Thank you Patient Name for confirming your appointment. The location is 9399 Crown Crest Blvd, Suite 300, Parker, CO 80138 for directions. Bring your insurance card & copay. New estimate for a visit to Children’s Hospital Colorado on Mar 28. Total estimated responsibility for the visit is $145.60. Review and prepay here: https://wixlinks.com/lix

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

Dear Guardian(s) of Child,

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 the hospital’s current understanding of your insurance coverage, which is:

<table>
<thead>
<tr>
<th>Type</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hospital Fees</td>
<td>$144.00</td>
</tr>
<tr>
<td>Insurance Covered</td>
<td>$144.00</td>
</tr>
<tr>
<td>You Pay</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

NHI: 1720431648
Anthem Medical Campus, Aurora - Hospital Charge
Department 15th Ave, AURORA CO 80045-7706
Fax: 720-777-9422

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 maximum).

This is an estimate for hospital charges only. Please note that you will receive two bills when you are seen at 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 physician or other providers who provide services to you while you are 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 these services. Please contact your doctor’s office for an explanation of this separate bill.

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 charge/master rates in effect at the time of service. The hospital reserves the right to revise 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 charge/master 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.

Should you have further questions, please contact us at:

- Cost Estimates: 720-777-0700 or Cost.Estimate@childrensHospital.org
- Payment plans or billing: 720-777-9422
- 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 – 4:30 pm. 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

Dear Guardian(s) of B:

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. You may:

- Your medical conditions and final diagnosis;
- Any representations or false statements regarding the hospital, any of its providers, or services 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 maximum).

This is an estimate for hospital charges only. Please note that you will receive two bills when you are seen at our facility:
- 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 an x-ray, 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 if you have any questions about their charges.

You can obtain an estimate for IU Medicine physician charges by calling 303-495-7700.

It remains the patient’s personal responsibility to verify insurance coverage, if any, and to verify whether the patient has in-network insurer 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 chargerates 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 chargersrates. 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 chargerates are available online at www.childrenscolorado.org.

Should you have further questions, please contact us at:
- Cost Estimates: 720-777-0732 or CostEstimates@childrenscohospital.org
- Payment plans or billing: 720-777-8422
- Financial Assistance: 720-777-7701

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

Sincerely,

Cost Estimates Team

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Estimate for Self Pay

Dear Guardian(s) of B:

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. You may:

- Your medical conditions and final diagnosis;
- Any compliances that may arise;
- 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 maximum).

This is an estimate for hospital charges only. Please note that you will receive two bills when you are seen at 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 an x-ray, 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 if you have any questions about their charges.

You can obtain an estimate for IU Medicine physician charges by calling 303-495-7700.

It remains the patient’s personal responsibility to verify insurance coverage, if any, and to verify whether the patient has in-network insurer 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 chargerates 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 chargersrates. 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 chargerates are available online at www.childrenscolorado.org.

Should you have further questions, please contact us at:
- Cost Estimates: 720-777-0732 or CostEstimates@childrenscohospital.org
- Payment plans or billing: 720-777-8422
- Financial Assistance: 720-777-7701

Our hours of operation are Monday-Friday 8:00 am – 4:30 pm. 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.
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
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