Price Transparency

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 patient/family's 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/31sX70Xb 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://wstlinks.com/1lx

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 complex visit with commercial insurance

Dear [Name]:

Thank you for choosing Children’s Hospital Colorado, a Top 10 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:

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

If you have insurance, your insurance benefits will ultimately determine the amount you owe (including any copays, 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, skilled 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 neurosurgeon, 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 303-403-7700.

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 predetermined 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.

Should you have further questions, please contact us at:
- Cost Estimates: 720-777-0720 or CostEstimates@childrenscolorado.org
- Payment plans or billing: 720-777-0742
- Financial Assistance: 720-777-1901

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 [Name]:

Thank you for choosing Children’s Hospital Colorado, a Top 10 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 Pay:
- Hospital Fees
- Total Charges
- Insurance Coverage

Equipment

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, skilled 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 neurosurgeon, 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 303-403-7700.

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 predetermined 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.

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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
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

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