
Littleton Regional Healthcare

Littleton, New Hampshire

25 Beds

9,000+ ED visits

1,259 inpatient admissions

Impetus for Initiative: As the number of patients with high-deductible insurance plans began to grow, so too did patient interest in their “first dollar” of expense. In 2012, to meet the growing interest, Littleton Regional Healthcare implemented a hosted contract management system that allows the hospital to provide patients with detailed estimates of their financial responsibility based on insurance provider and procedure. Littleton currently provides estimates for more than 100 procedures and is consistently adding more.

Cost estimates can be found on Littleton’s website or by calling or visiting Littleton’s Patient Financial Services department. Financial Services staff have gone through training, and cost estimate procedures and policies are documented and shared amongst staff. Staff also are equipped with a script to help ensure patient requests are handled uniformly.

In addition to the hospital, Littleton Regional Healthcare runs a 38-member physician group and other provider services, such as anesthesiology. Patients, therefore, receive not only estimated hospital fees, but also estimated professional fees, giving them a complete picture of what a procedure may cost.

Challenges: Initially, the cost estimate statement went through several iterations as Littleton revised it to ensure it fit on one page and was written in “everyday” language. An ongoing challenge is making certain all contract information is in its contract management system in order to calculate an accurate estimate.

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