



**Price Transparency
Self-Assessment**

How to Use this Self-Assessment

The ability of every hospital to offer consumers information about the expected price of their care is essential in order to maintain public trust and accountability. It can be challenging because price varies due to a number of factors, including private insurance contracts; care the hospital must subsidize, such as caring for the poor, burn and neonatal units, and teaching and research; as well as an individual patient's course of care.

This self-assessment is designed to offer a basic framework that hospital leaders can use to evaluate how far they are along the journey of price transparency and consider whether they are successfully communicating such efforts to their patients and communities. It is not intended to be a benchmark against the performance of others. Rather, it should be used to help promote the effective implementation of policies and practices that support price transparency and public trust.

Answer the series of questions to assess your current practices and to stimulate thinking about overall organizational activities. Alongside each question are three boxes: "Yes," "No" and "More needs to be done."



Self-Assessment Checklist			
	Yes	No	More needs to be done
6. Do your financial counselors follow a specific script or guide when sharing price information with patients to ensure consistency?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Does your hospital offer patients a range of information as it relates to potential prices? Specifically:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Estimated prices specific to that patient's coverage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Out-of-pocket estimates (copays, coinsurance, deductibles)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Out-of-network prices, if applicable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Does your website and/or staff offer disclaimers about the limitations of the price estimates given? Specifically:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• That prices are only an estimate and will vary based on the individual's course of care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• What is and what isn't included (e.g., prices for associated physician services)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Any out-of-pocket costs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Applicable out-of-network fees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Insurer-specific information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Does your hospital offer average procedure prices and information about whether a patient may qualify for financial assistance? Specifically through:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Your website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Your staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Self-Assessment Checklist

	Yes	No	More needs to be done
<p>10. Does your hospital partner with others to offer pricing resources/price estimates to patients/the community? Including:</p> <ul style="list-style-type: none"> • External vendors • State and/or metropolitan hospital association • Insurance companies • Physician groups or ancillary care providers 	<p><input type="radio"/></p> <p><input type="radio"/></p> <p><input type="radio"/></p> <p><input type="radio"/></p>	<p><input type="radio"/></p> <p><input type="radio"/></p> <p><input type="radio"/></p> <p><input type="radio"/></p>	<p><input type="radio"/></p> <p><input type="radio"/></p> <p><input type="radio"/></p> <p><input type="radio"/></p>
<p>11. Does your organization provide quality data to consumers along with price information?</p> <ul style="list-style-type: none"> • Is that information also shared with providers? 	<p><input type="radio"/></p> <p><input type="radio"/></p>	<p><input type="radio"/></p> <p><input type="radio"/></p>	<p><input type="radio"/></p> <p><input type="radio"/></p>
<p>12. Do you have plans to expand current pricing transparency efforts?</p>	<p><input type="radio"/></p>	<p><input type="radio"/></p>	<p><input type="radio"/></p>
<p>13. Do you have a process/feedback loop to evaluate how your organization is doing in price transparency?</p> <ul style="list-style-type: none"> • Do you have a consumer advisory group involved in the process? 	<p><input type="radio"/></p> <p><input type="radio"/></p>	<p><input type="radio"/></p> <p><input type="radio"/></p>	<p><input type="radio"/></p> <p><input type="radio"/></p>