Patient Financial Bill of Rights

1. Know if and how MetroHealth participates in my health plan.
2. Collaborate with MetroHealth to understand the No Surprises Act.
3. Not be charged for covered preventive care services.
4. Be informed, in advance, of any facility fees.
5. See a price estimate for services and a price list for elective procedures.
6. Be informed of lower-cost options.
7. Be informed about, and given access to, financial-assistance/financial-coordination programs and reduced-price care programs.
8. Receive a clear statement, in language I understand, about what's covered by my insurance plan and what is not.
10. Know that if I dispute a bill, it will not be sent to a collection agency.
11. Be informed of any conflicts of interest.

The MetroHealth System exists to serve the community. Improving the health of the community is central to everything MetroHealth does. How MetroHealth fulfills that mission is also important.

Transparency, service, accountability, respect and equity are among the system’s core values.

As a MetroHealth patient, I have important rights regarding the financial aspects of my care.

Directory

Financial Coordination
- 216-957-2325 Option#1
- www.metrohealth.org/patients-and-visitors/billing/financial-assistance

Estimates
- 216-957-2325 Option#3
- https://estimator.pmnrc.com/MetroHealth/index.html

Customer Service Advocacy (Billing)
- 216-957-3250 Option#2
- Email: customerservice@metrohealth.org
- https://mychart.metrohealth.org/MyChart/

Provider Network
- https://www.metrohealth.org/patients-and-visitors/accepted-insurance-plans

Preventive Care Services

No Surprises Act
- For more information visit www.cms.gov/nosurprises
- If you have questions for MetroHealth please reach out to one of the departments listed above regarding your specific question.
As a MetroHealth patient, I have ...

1. The right to accurate and up-to-date information about MetroHealth’s participation in my insurance plan provider network.
   - I know I can obtain this information by calling MetroHealth’s Customer Services at 216-957-3250 Option #2.

2. The right to collaborate with MetroHealth to understand the No Surprises Act.
   - For more information about your rights under federal law, visit www.cms.gov/nosurprises/consumers.
   - Ohio laws also protect patients against balance billing by out-of-network providers. For more information visit: https://insurance.ohio.gov/wps/portal/ogov/odi/consumers/health/surprise-billing.

3. The right to not be charged for covered preventive care services.
   - Preventive care keeps me and my family healthy. I know that many preventive care services are free under the law and that I will not be charged for these services. This link provides guidelines based on governmental preventive care visits: https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLN-Products/Downloads/PreventiveServicesPoster.pdf. Commercial insurance typically follows this list.
   - However, if my insurance does not pay, I know I can call MetroHealth’s Customer Advocacy Department to assist me.

4. The right to be informed, in advance, of any facility fees.
   - I understand that receiving care at hospital outpatient departments means that I have convenient access to more services and procedures.
   - I know that I may receive two charges on my MetroHealth patient billing statement for the same date of service: one for where I receive my care/service and one for who provides it. For example, if I get an x-ray, I may receive a charge for where it is performed (the facility) and another charge for the clinician (the radiologist) reading the results.

ESTIMATES

5. The right to see a price estimate for services and a price list for elective procedures.
   - MetroHealth offers an online “My Cost Estimator” tool that allows me to receive price estimates based on my coverage. I can find that tool at: https://estimator.rmmconline.com/MetroHealth/index.html.
   - I will be able to review estimated costs for potential or scheduled services to help me understand my benefits and my out-of-pocket responsibility.
   - I will have access to a MetroHealth financial specialist who can assist me by calling 216-957-2325 Option 3.

6. The right to be informed of lower-cost options.
   - MetroHealth seeks to provide me with choices – choices in location, types of procedures, and medications that may help me.
   - I can contact 216-957-2325 Option 3 to know what other options might be available for me.

WANT TO LEARN MORE?

Watch a video to help understand cost, coverage, charges, billing and your rights as a patient.

In English: vimeo.com/502372227/b50553d458
en español: vimeo.com/502372244/d7cc992608