



CarePricer: Transparent billing information for our patients.

Dear Patient,

McLaren Greater Lansing is a low-cost care provider that values its patients' right to be involved in the financial discussions surrounding their care. Recognizing that most patients have no way of knowing the cost of medical procedures before undergoing them, McLaren has committed to working with patients regarding their patient centered financial care.

McLaren understands patients do not want to be left in the dark when it comes to financial responsibilities and is happy to engage in an open and transparent conversation through the new Cost of Care Program. This program is designed to inform the patient of his or her financial obligation prior to an elective or non-emergent procedure. A representative from the hospital will meet with a patient to discuss his or her financial responsibilities and options. This will provide an opportunity for the patient to ask any questions, and the patient may be given information on available resources.

To facilitate this conversation, McLaren has invested in an estimating tool called CarePricer. This software is an accurate, real-time estimation tool that models the site-specific insurance contracts to the patient's insurance plan. CarePricer cross-checks the charge description master and billing system, giving an average cost over the last 12 months for the specific procedure (CPT code) or charge code. The result is a real-time, realistic estimate for the patient regarding the cost of his or her pending care.

With the vast amount of insurance plans and ever-changing coverages, financial planning for medical expenses can be extremely difficult for patients. With the Cost of Care Program, McLaren is working to alleviate the unnecessary stress associated with vague or confusing insurance coverage. The implementation of CarePricer is an investment the hospital has made to inform our patients and allow them to be involved in the financial aspect of their care before they receive services.

For those who may have difficulty with their financial obligations, McLaren Greater Lansing offers various financial assistance programs. Patients may apply for Medicaid and could qualify for discounted services based on financial need. Staff also can work with patients to set up a payment plan that fits the patient's budget.