

Consumer Cost Transparency: A Methodology Overview

Tom Holt

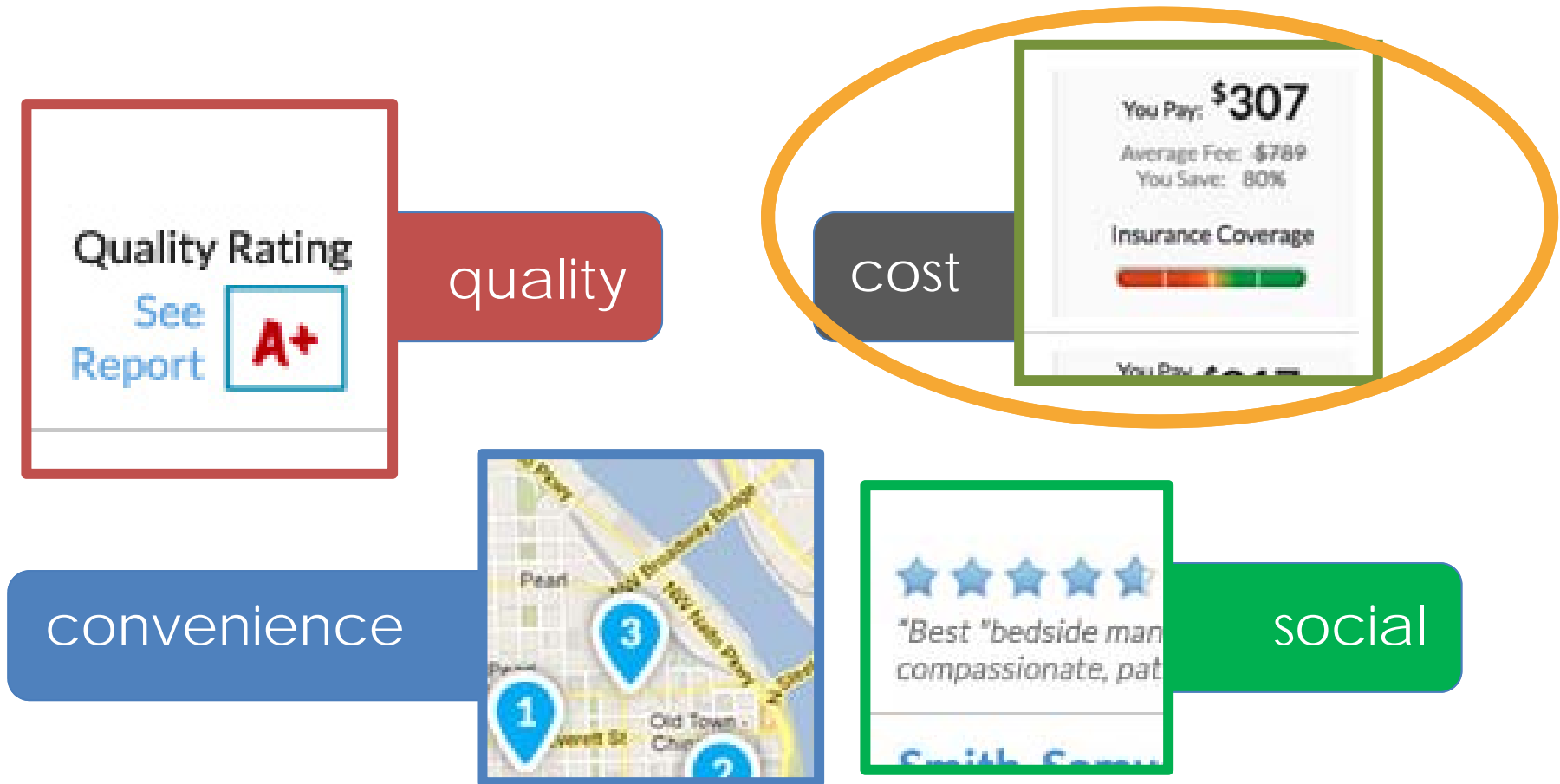
Director, Government Affairs
Cambia Health Solutions



What is the value of transparency?

Empowers consumers to make smarter, value-based choices about their health care

4 key values in decision making



Cost estimation needs context

QUESTION:

“How much will this surgery cost?”

ANSWER:

“It depends what you mean... do you mean...?”

The whole thing?

Estimate includes pre-surgery, surgery, and post surgery (Treatment Episode).

Just the surgery?

Estimate includes all surgery-related services from check-in to check-out.

Each procedure?

The estimate includes individual service.

Knee Replacement User Flow

Treatment Options



Browse Knee and Leg

Knee and leg pain affects many people in the U.S. Because there are a number of possible reasons for knee and leg discomfort, it's important to try to track what causes your pain. Your doctor can work with you to reduce your pain and improve your quality of life.

Osteoarthritis / Osteoarthrosis i

Total Cost

Total Knee Replacement

\$34,434

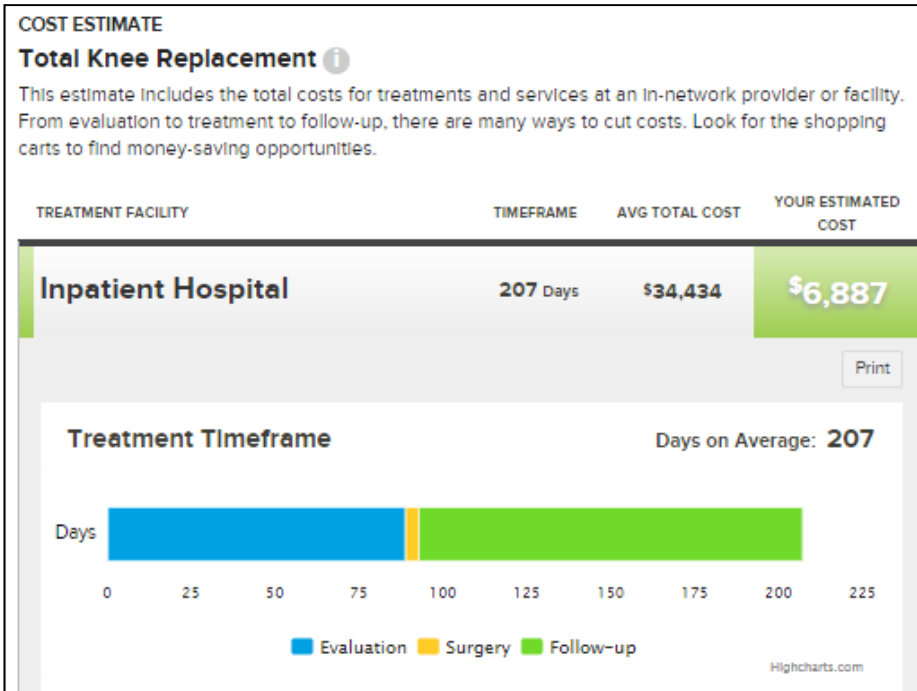
[Get your cost >](#)

Non-Surgical Treatment

\$1,661

[Get your cost >](#)

Treatment Overview



Treatment Phase Details:

Overview → Service Insights

Evaluation

Your doctor will discuss your current health situation and medical history. Laboratory or diagnostic screening tests, imaging exams, and referrals to other healthcare providers may occur during this stage.

[+] View All Service Options

	<u>AVERAGE COST</u>
[+] Consultation and Management	\$306
[+] Tests	\$119
[+] Prescription Drugs	\$71
[+] Imaging SAVE UP TO 56%	\$231
[+] Procedures	\$180
[+] Other	\$227
[+] Therapy Services	\$190
Average Total Cost (for the usual mix of services above)	\$688

[+] Imaging SAVE UP TO 56% \$231

Doctors use imaging to see what's going on inside your body. Imaging might include angiography, CAT scans, fluoroscopy, MRIs, ultrasounds/sonograms or X-rays.

Knee X-ray Members getting this service 67%

Hospital Setting	\$163
Non-Hospital Setting	\$73 SAVE 56%

[Get the estimated cost for facilities near you»](#)

X-ray bone length study Members getting this service 12%

Hospital Setting	\$61
Non-Hospital Setting	\$58

[Get the estimated cost for facilities near you»](#)

Knee MRI Members getting this service 11%

Hospital Setting	\$1,085
Non-Hospital Setting	\$715 SAVE 35%

[Get the estimated cost for facilities near you»](#)

X-ray joint study Members getting this service 9%

Hospital Setting	\$199
Non-Hospital Setting	\$101 SAVE 50%

[Get the estimated cost for facilities near you»](#)

[+] Procedures \$180

Treatment Phase Details:

Overview → Provider-Specific Prices (Check-In to Check-Out)


Surgery

Your doctor(s) will perform the procedure you chose. Your surgical team will provide care before and after your surgery. You will receive information about follow-up care and medicines during this stage. Ask your doctor questions to learn more about the procedure.

[+] View All Service Options AVERAGE COST


- [+] Consultation and Management \$62
- [+] Prescription Drugs \$95
- [+] Facility \$28,516
- [+] Imaging \$163
- [+] Procedures \$3,312

Your doctor may recommend a procedure in order to better understand, diagnose, or improve your health condition.

Knee Joint replacement Members getting this service 

Average Cost **\$3,296**

[Get the estimated cost for facilities near you»](#)

Computer assisted surgical procedure Members getting this service 

Average Cost **\$266**


[+] Durable medical equipment \$233

Average Total Cost (for the usual mix of services above) **\$32,070**


Displaying 25 Results
Click on any of the listings below to get detailed cost and location information.

Sort By: Cost (Lowest) ▼


Facility A
92.81 MILES AWAY | 48 MEMBERS TREATED

YOUR COST 	TOTAL COST
\$5,189 - \$6,383	\$19,945 - \$25,917 <small>LOWEST COST</small>


Facility B
7.65 MILES AWAY | 41 MEMBERS TREATED

YOUR COST 	TOTAL COST
\$5,890 - \$6,383	\$23,448 - \$25,917

Facility C
54.22 MILES AWAY | 9 MEMBERS TREATED

YOUR COST 	TOTAL COST
\$6,034 - \$6,500	\$24,170 - \$26,714

Facility D
21.13 MILES AWAY | 3 MEMBERS TREATED

YOUR COST 	TOTAL COST
\$6,295 - \$6,500	\$25,476 - \$28,156

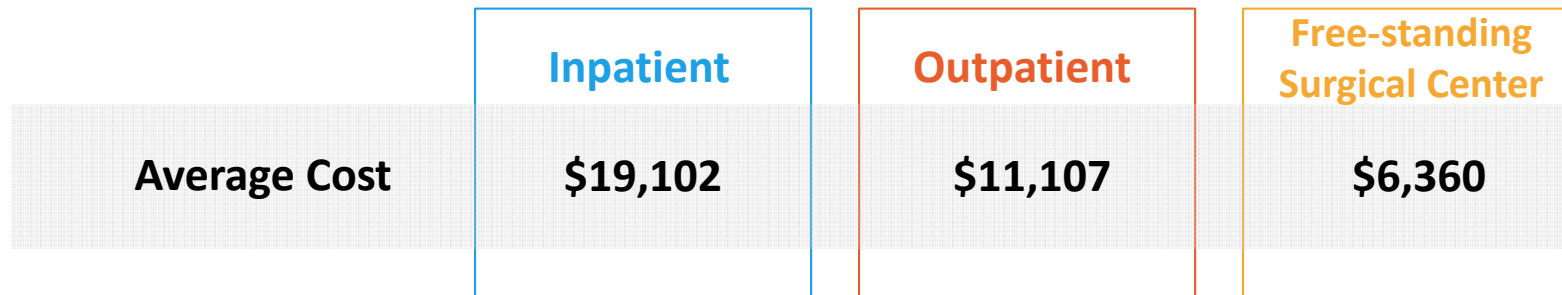
Informed decisions impact total costs

Gallbladder Removal

Most expensive



Least expensive



Average Cost for Cost Estimator users	\$10,319
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Average Cost for Non-users	\$14,195
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(2 year period of regional health plan's claims history)

CPT Codes Commonly Billed for Rotator Cuff

Surgery	Setting	Service Level	Service Code Description	CPT
Shoulder Arthroscopy	Outpatient Hospital	Consultation and Management	Hospital observation service	G0378
Shoulder Arthroscopy	Outpatient Hospital	Therapy Services	Self-care training	97535
Shoulder Arthroscopy	Outpatient Hospital	Therapy Services	Physical therapy evaluation	97001
Shoulder Arthroscopy	Outpatient Hospital	Therapy Services	Occupational therapy evaluation	97003
Shoulder Arthroscopy	Outpatient Hospital	Therapy Services	Exercise therapy	97110
Shoulder Arthroscopy	Outpatient Hospital	Procedures	Arthroscopic repair - Rotator Cuff	29827
Shoulder Arthroscopy	Outpatient Hospital	Procedures	Anesthesia for shoulder arthroscopy	01610
Shoulder Arthroscopy	Outpatient Hospital	Procedures	Anesthesia (nerve injection)	64415
Shoulder Arthroscopy	Outpatient Hospital	Other	Ropivacaine HCl injection	J2795
Shoulder Arthroscopy	Outpatient Hospital	Other	RL infusion	J7120
Shoulder Arthroscopy	Outpatient Hospital	Other	Prescription oral drug	J8499
Shoulder Arthroscopy	Outpatient Hospital	Other	Ondansetron injection	J2405
Shoulder Arthroscopy	Outpatient Hospital	Other	Midazolam injection	J2250
Shoulder Arthroscopy	Outpatient Hospital	Other	Materials supplied by physician	99070
Shoulder Arthroscopy	Outpatient Hospital	Other	Hydromorphone injection	J1170
Shoulder Arthroscopy	Outpatient Hospital	Other	Dexamethasone injection	J1094
Shoulder Arthroscopy	Outpatient Hospital	Other	Cefazolin injection	J0690
Shoulder Arthroscopy	Outpatient Hospital	Durable Medical Equipment	Shoulder Orthosis (Brace)	L3650
Shoulder Arthroscopy	Outpatient Hospital	Durable Medical Equipment	Implantable anchor or screw	C1713
Shoulder Arthroscopy	Outpatient Hospital	Consultation and Management	Subsequent hospital care, per day (15 minutes)	99231



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Thank you

Questions or Comments?



Regence

Blue Cross/Blue Shield of Oregon

Appendix

Provider-Specific Prices:

Personalized through real-time benefits data

Facility B

7.65 MILES AWAY | 41 MEMBERS TREATED

YOUR COST 


\$5,890 - \$6,383

TOTAL COST

\$23,448 - \$25,917

Cost & Quality Details

Contact Info & Map

 Close Details

Procedure Cost:

\$23,448 - \$25,917

Insurance Covers:

\$17,558 - \$19,534

Your Cost:

\$5,890 - \$6,383

MEMBERS WHO
RECEIVED
THIS TREATMENT

41

[+] [What are these costs?](#)

[+] [What is this number?](#)

Provider-Specific Prices:

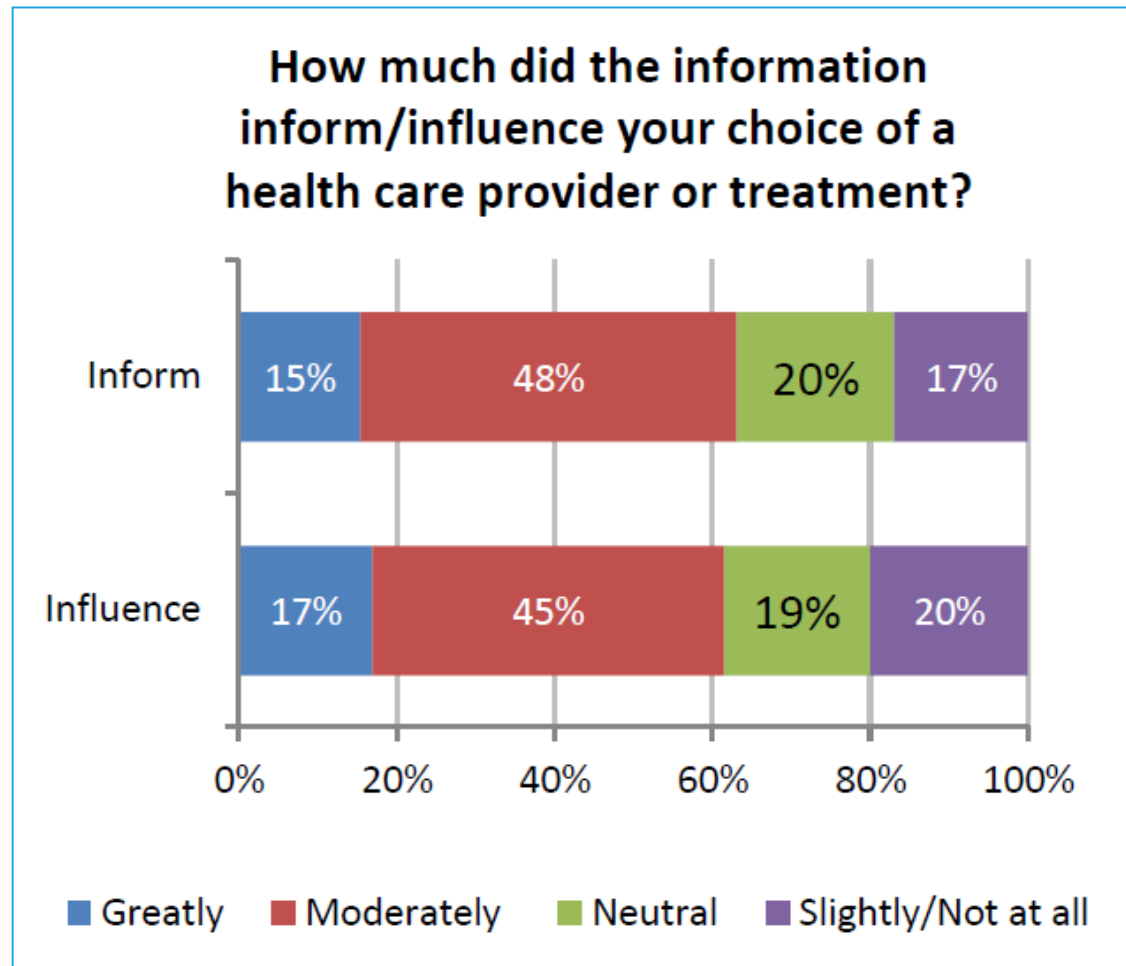
Personalized through real-time benefits data

Total Out-of-Pocket Cost

Copay (if applicable)	\$0
[-] Individual deductible amount applied to this service	\$1,500
Your annual individual deductible	\$1,500
Your deductible contributions to date	\$0
Amount applied to deductible for this service	\$1,500
Deductible remaining for the year (after treatment)	\$0
[-] Coinsurance (your estimated share of the cost)	\$4,390 - \$4,883
Amount insurance pays for this service	\$17,558 - \$19,534
Percentage of costs you pay	20%
Your annual maximum expenditure	\$5,000
Your contributions toward maximum to date	\$0
Amount applied to coinsurance for this service	\$4,390 - \$4,883
Amount remaining for the year (after treatment)	\$610 - \$117
Your Cost:	\$5,890 - \$6,383

Transparency & Behavior Change

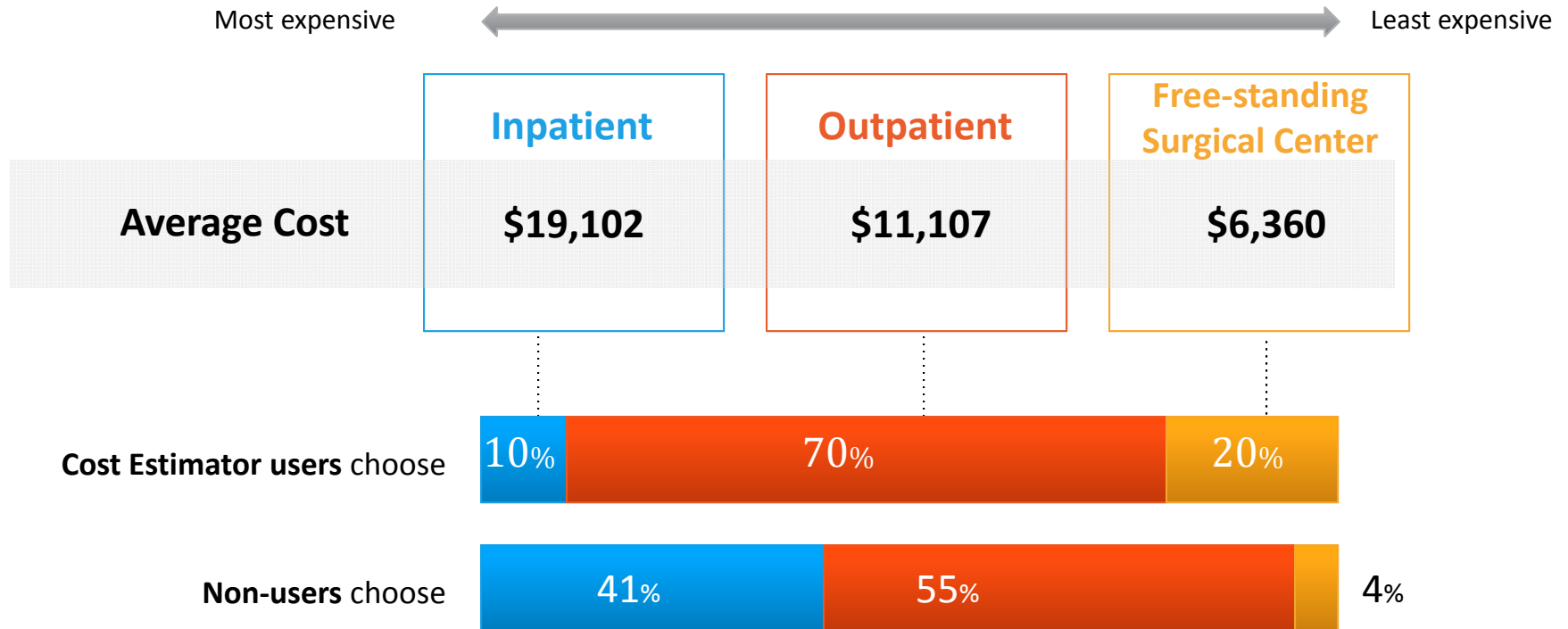
User Impacts of Cost Transparency



(Regional health plan user study; 1,695 completed user surveys)

Transparency tools are informing decisions

Gallbladder Removal



(2 year period of regional health plan's claims history)

Meet HealthSparq

Core
transparency
capabilities

For all users via health plan sites



Single Search: Allows employees to easily research all their healthcare needs.



Real Prices: Shows how much an employee pays for care, based on their health plan's contracts, benefits and coverage.



Patient Ratings & Reviews: Offers insights into patients' actual experiences with providers.



Health & Wellness Community: Provides support, information and encouragement via online interactions with other consumers and health industry experts.