



We Specialize in You

NOTICE OF HOSPITAL OUTPATIENT FACILITY FEE DISCLOSURE

One or more of your appointments at Auburn Community Hospital may take place in an outpatient department of a hospital. This includes the Oncology, Cardiology, Pulmonary, Urology, Nephrology and Urgent Care clinics.

The hospital may charge an outpatient facility fee that is separate from and in addition to the bill you will receive from the physician or provider. This is not a change in how we bill. Effective June 21, 2023, a New York Public Health Law, (PHL) § 2830, requires Outpatient Facility Fee information be disclosed at the time an appointment is scheduled in a Hospital Outpatient clinic.

For in person clinic appointments, you may receive two charges for your visit:

1. A provider services bill and;
2. A hospital facility (clinic visit) bill.

Expected Fee

We estimate the Auburn Community Hospital facility fee to likely range from \$191 to \$453.50. If you are scheduling other services, including diagnostic, preventive, therapeutic, and rehabilitative, there may be additional applicable fees.

Based on appointments like the one you are scheduled for, we estimate the hospital facility fee charge to be \$348.50.

This is the hospital fee which will be billed to your health insurance plan.

- **The out of pocket amount of the facility fee that you will be responsible for paying will depend on your insurance coverage and plan benefits.**

We are providing you with a range of fees and an estimate because the actual amount of the facility fee will depend on the hospital services that are actually provided. The fee could be higher if you require services during your appointment that we cannot reasonably predict today.

Insurance Information

1. Insurance companies could impose deductibles or higher copayment or coinsurance amounts for services provided in hospital outpatient departments.
2. If you have insurance, you should contact your carrier to determine your insurance coverage and your estimated financial responsibility for the facility fee, including copayments, coinsurance, and deductible amounts for the outpatient facility fee.

Financial Assistance

Financial assistance is available to those who qualify. If you need financial help, please contact Auburn Community Hospital Financial Services at 315-255-7210 between the hours of 7:00am and 3:00pm Monday – Friday. Financial assistance information is also available on our website. Please visit <https://www.auburnhospital.org/patients-and-visitors/financial-assistance/>.

If you believe you received a bill in error or have any questions or concerns regarding the outpatient facility fee charge, please contact our financial assistance counselors at 315.567.0761 between 8:00am and 4:00pm Monday - Friday to speak to one of our dedicated team members.

If the complaint is unresolved please contact the New York State Department of Financial Services (DFS) at 800.342.3736 or utilize the portal at <https://www.dfs.ny.gov/complaint> to file a complaint with DFS.

Definition:

Facility Fee is any fee charged or billed by a hospital or healthcare professional authorized under Title Eight of the Education Law that is: (a) intended to compensate the hospital or health care professional for the operational expenses regardless of the modality through which the health care services are provided; and (b) separate and distinct from a professional fee. Facility Fee shall not include any fee charged or billed by a residential health care facility.