



Your Scheduled Visit and Bill

At Children's Hospital Colorado, we are committed to transparency and quality. It's important to us that you have accurate information about the cost of care.



Children's Hospital Colorado
Here, it's different.™

Understanding the cost of care is an important part of having an excellent experience at Children's Colorado. When you schedule an appointment for any service here, you can expect the following process:

Step 1

Scheduling an appointment

You can schedule new appointments on our website or over the phone. Follow-up appointments can be scheduled online through MyChart or by calling your child's care team.

When you schedule an outpatient appointment, we will ask you about your health insurance coverage. If you do not have health insurance, you may qualify for a public insurance program, such as Medicaid, or a financial assistance program. We provide care for all kids who need it, regardless of your family's ability to pay.



Step 2

Receive text message with information about your visit

After scheduling your visit, we will send you a text message and/or MyChart message with details about your visit. After you confirm your visit, we'll send another message with billing information and other financial resources.

If needed, we can also help you fill-out applications for financial services available through your county, such as Social Services Income (SSI) Medicaid applications, Medicaid waivers and long-term care Medicaid.

Text message sent to confirm appointment:

Patient Name has an appointment with Children's Colorado EYE SE AURORA on Wednesday October 2nd 2024 at 9:20am. The location is 23770 East Smoky Hill Road, Aurora, CO 80016 well.app/C2JAOq for directions. Masks are required for those with symptoms. Learn more: bit.ly/33a9DXj Questions? Call 720-478-0700. Reply Y to confirm or N if you can't make it. STOP to block.

Text message sent after the patient/family replies back to confirm:

Patient Name for appointment. 23770 East Smoky Hill Road, Aurora, CO 80016 well.app/OWeGSV for directions. Bring your insurance card & copay. For billing info & resources bit.ly/2PLCDdE.

Confirmed

Thank you Patient Name for confirming your appointment. The location is 23770 East Smoky Hill Road, Aurora, CO 80016 well.app/OWeGSV for directions. Bring your insurance card & copay. For billing info & resources bit.ly/2PLCDdE.

Note: If you click the billing link in the text message, it takes you to a page with all our patient resources about financial counseling, billing, charges and self-pay estimates.

Step 3

Get a cost estimate through MyChart

We will create a cost estimate as soon as your child's visit is scheduled and their insurance is verified.

We'll send the cost estimate through text or email based on your preferences, and the cost estimate will always be available in your child's MyChart. If any of your child's visit information is changed/updated, we will create a new estimate that will be sent 3 days before their visit.

Children's Colorado estimates cover services we provide directly, such as nursing care, therapies, radiology, labs, and more. Most of our doctors are employed through University of Colorado Medicine, so you'll need to contact them at patientestimates@cumedicine.us to get an estimate of their costs.

You also can access on-demand estimates through our online tool at www.childrenscolorado.org/your-visit/cost-estimate or by contacting our team at cost.estimate@childrenscolorado.org or at 720-777-0720. We are available between 8 a.m. and 4:30 p.m., Monday through Friday.

Our team offers quotes for many of our services. Below are just a few examples:

- Imaging, such as MRI scans, CT scans, X-rays and ultrasounds
- Echocardiograms (heart ultrasound)
- Holter monitors (portable ECG monitor)
- Specialist visits
- Lab tests
- Physical and occupational therapy (PT/OT)
- Partial Hospitalization Program (mental health treatment)

The cost estimate team is a great resource to help you financially prepare for the cost of your child's care.

Note: We do not create cost estimates for Medicaid patients.

Step 4

Day of the visit

You will check in for your child's visit using MyChart eCheck-In, a kiosk or in-person.

New Estimate

Estimate Summary

Deductible	\$400.00
Estimated Responsibility	\$400.00

[View estimate details](#)

Prepay Due
\$400.00

[Make a payment](#)

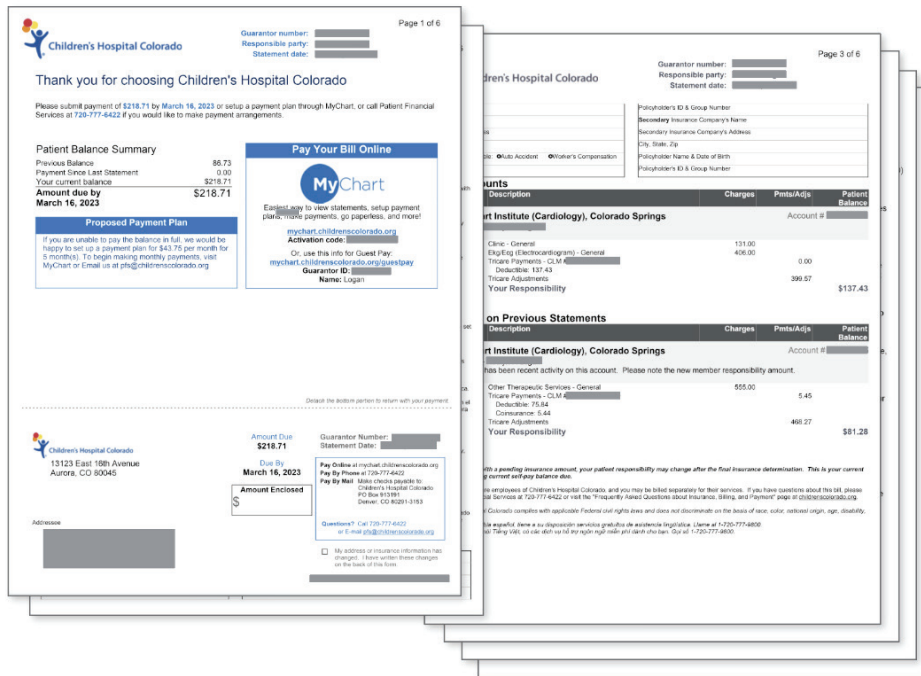
Step 5

Receiving your bill

When your child sees a doctor or specialist at Children's Colorado, you'll get 2 bills:

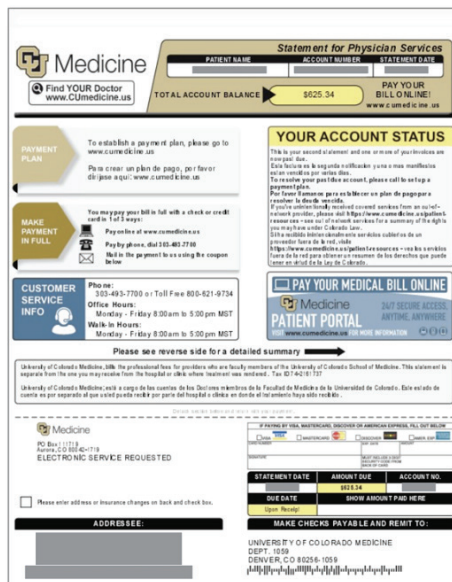
- A bill from Children's Hospital Colorado
 - This bill covers services we offer directly, like lab tests, and facility fees that cover the cost of your care team (other than doctors) involved in your care.
- A bill from University of Colorado Medicine
 - This bill covers services offered by doctors you see at the hospital. This is because they are employed by University of Colorado Medicine, not Children's Colorado.

Sample of Children's Colorado bill



The image shows a sample of a bill from Children's Hospital Colorado. It is a multi-page document. The first page (Page 1 of 6) is titled "Thank you for choosing Children's Hospital Colorado" and includes a "Patient Balance Summary" showing a previous balance of \$6.73, a payment since the last statement of \$218.71, and a current balance of \$218.71. It also includes a "Proposed Payment Plan" and a "Pay Your Bill Online" section with a MyChart link. The second page (Page 3 of 6) shows a detailed breakdown of charges, including a visit to the Pediatric Endocrinology Clinic for \$131.00 and a lab test for \$406.00, totaling \$537.00. It also includes a section for "On Previous Statements" and a "Your Responsibility" section.

Sample of CU Medicine bill



The image shows a sample of a bill from CU Medicine. It is a single-page document titled "Statement for Physician Services". It includes a "PATIENT NAME", "ACCOUNT NUMBER", and "STATEMENT DATE". The "TOTAL ACCOUNT BALANCE" is \$625.34. It also includes a "PAY YOUR MEDICAL BILL ONLINE" section with a MyChart link. The bottom section includes a "MAKE CHECKS PAYABLE AND REMIT TO:" section with the address: UNIVERSITY OF COLORADO MEDICINE, DEPT. 1059, DENVER, CO 80266-1059.

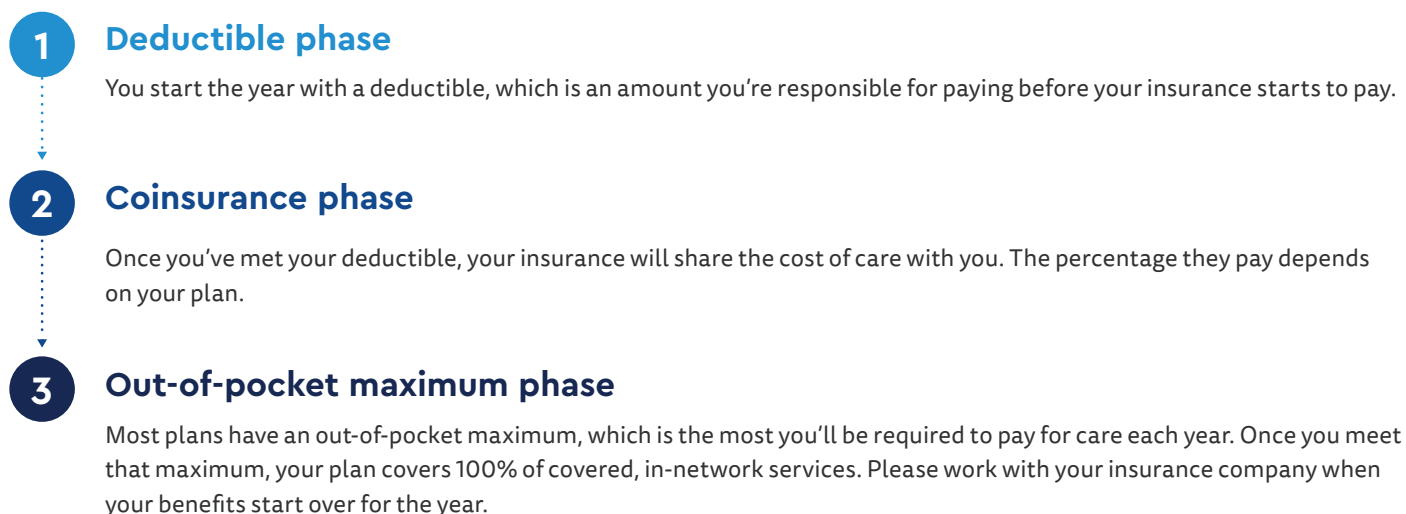
Step 6

Understanding your bill

When you are seen at one of our hospitals or clinics, you pay for the amount your insurance plan doesn't cover. You can pay an estimation of that cost when you come in, or you can pay the actual cost after we bill your insurance. Contact your insurance provider for more information about your specific plan.

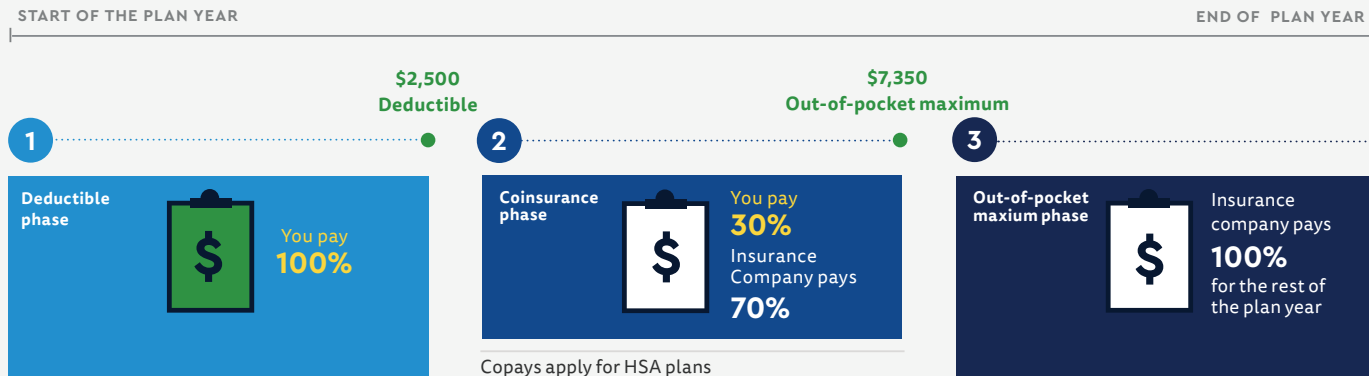
In general, most private insurance plans cover services through copays or adding the cost to your out-of-pocket maximum. A copay is the set amount your insurance company says you must pay for certain services, such as seeing a doctor or filling a prescription.

All services not covered by copays are usually covered in 3 ways, as long as you are within your insurance plan's network.



For example ...

Say a patient's plan's deductible is \$2,500, their plan covers 70% of services and their out-of-pocket max is \$7,350. Setting aside copays, here's what that patient's year looks like:



Copays apply for most plans

Step 7

Paying your Children's Colorado bill

We offer several payment options:



Online: Make a one-time payment or set up automatic monthly payments through MyChart. We accept all major credit cards. For more information about MyChart, ask a member of your care team how to sign up.



Phone: Our customer service team can accept payments over the phone. We can also help set up payment plans.



Mail: Make out a check or money order to Children's Hospital Colorado. Make sure to include your account number.



In person: Make a payment in person at one of our kiosks or with our check-in staff.

Step 8

Reach out if you need help or support

Customer service

Call our patient financial services team for billing questions, payments or payment plans.

Hours

Monday, Tuesday, Thursday, Friday 8 a.m.-4:30 p.m.
Wednesday 9 a.m.-4:30 p.m.



Phone number: 720-777-6422



Email: pfs@childrenscolorado.org

Financial counseling

If you don't have insurance, our Financial Counseling Department can help you apply for government aid programs. Children's Colorado is a designated Presumptive Eligibility care site. That means we provide temporary, 45-day Medicaid coverage to children under 19 and pregnant patients while we process your medical assistance application.

We can help patients and families apply for many different types of financial assistance, including:

- Medicaid and Presumptive Eligibility Medicaid
- Child Health Program Plus
- Emergency Medicaid for non-U.S. citizens
- Temporary Medicaid for hospital stays longer than 30 days
- Colorado Indigent Care Program
- Secondary insurance coverage through state and government programs
- Charity financial assistance

Call our Financial Counseling Department to see if you qualify for financial aid.

Children's Hospital Colorado, Anschutz Medical Campus

Hours: Monday-Friday, 8 a.m.-6 p.m. | Phone number: 720-777-7001

Children's Hospital Colorado, Colorado Springs

Hours: Monday-Friday, 8 a.m.-4:30 p.m. | Phone number: 719-305-9993

We know healthcare billing can be confusing. That's why we are here to help.



Scan this code to watch a video to learn what to expect from our patient financial services team and on your bill when you are scheduled to visit Children's Hospital Colorado.