



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.

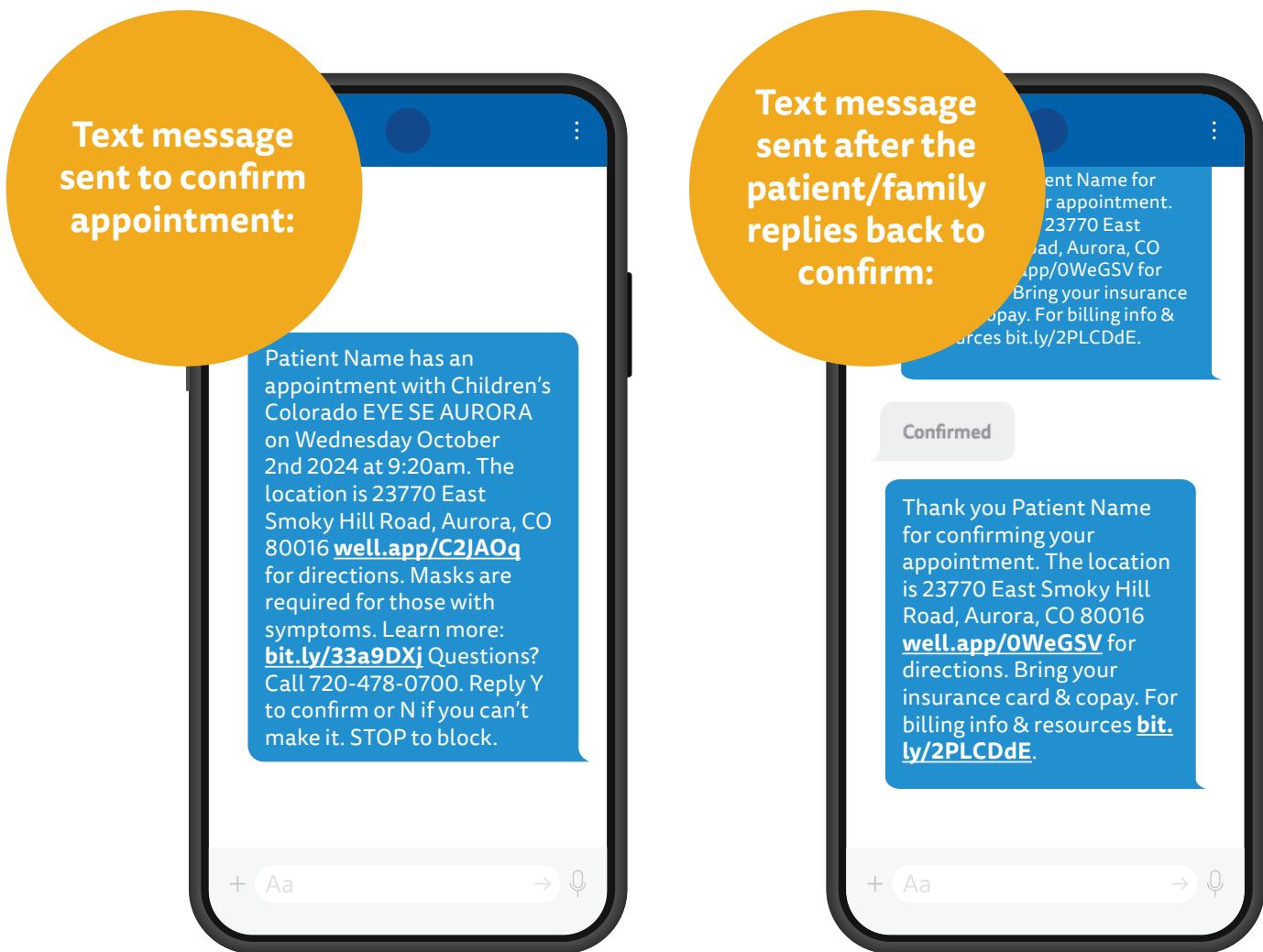


Step 2

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.



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

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

Guarantor number: [REDACTED]
Responsible party: [REDACTED]
Statement date: [REDACTED]

Page 1 of 6

Thank you for choosing Children's Hospital Colorado

Please submit payment of \$216.71 by March 16, 2023 or set up a payment plan through MyChart, or call Patient Financial Services at 720-777-4421 if you would like to make payment arrangements.

Patient Balance Summary

Prior Year Balance	\$8.73
Payments since Last Statement	\$0.00
Your current balance	\$216.71
Amount due by	\$216.71
March 16, 2023	

Proposed Payment Plan

If you are unable to pay the balance in full, we would be happy to set up a payment plan for \$43.75 per month for 5 months. To begin making monthly payments, visit MyChart or Email us at pf@childrenscolorado.org

Pay Your Bill Online

Easiest way to view statements, setup payment plans, make payments, go paperless, and more!

www.childrenscolorado.org
Activation code: [REDACTED]

Or, use this info to Guest Pay:
mychart.childrenscolorado.org/guestpay
Guarantor ID: [REDACTED]
Name: [REDACTED]

Children's Hospital Colorado

Guarantor number: [REDACTED]
Responsible party: [REDACTED]
Statement date: [REDACTED]

Page 3 of 6

Polyholder's ID & Group Number
Secondary Insurance Company's Name
Secondary Insurance Company Address
Zip, State, Country
Polyholder's Name & Date of Birth
Polyholder's ID & Group Number

Units

Description	Charges	Pmts/Adj	Patient Balance
-------------	---------	----------	-----------------

Art Institute (Cardiology), Colorado Springs

Account # [REDACTED]

Clinic - General	131.00
Lab/EQG (Electrocardiogram) - General	406.00
TriCare Payments - CLM	0.00
Other Payments	0.00
TriCare Adjustments	399.57
Your Responsibility	\$137.43

on Previous Statements

Description	Charges	Pmts/Adj	Patient Balance
-------------	---------	----------	-----------------

Art Institute (Cardiology), Colorado Springs

Account # [REDACTED]

This has been recalculated on this account. Please note the new member responsibility amount.

Other Therapeutic Services - General	555.00
TriCare Payments - CLM	0.00
Discount	5.45
TriCare Adjustments	466.27
Your Responsibility	\$81.28

With a pending insurance account, your patient responsibility may change after the final insurance determination. This is your current current estimated responsibility.

We are employees of Children's Hospital Colorado and you may be billed separately for their services. If you have questions about this bill, please call the Billing Dept. 720-777-4421 or visit our website at www.childrenscolorado.org or www.billinginfo.org.

Children's Hospital Colorado respects your rights as a consumer and does not discriminate on the basis of race, color, national origin, age, disability, or sex. If you believe a discrimination has occurred, you may file a complaint with the Colorado Department of Health Care Policy and Financing, or the Office of Civil Rights, U.S. Department of Health and Human Services. Federal law rights and does not discriminate on the basis of race, color, national origin, age, disability, or sex. If you believe a discrimination has occurred, you may file a complaint with the Colorado Department of Health Care Policy and Financing, or the Office of Civil Rights, U.S. Department of Health and Human Services.

Children's Hospital Colorado
13123 East 16th Avenue
Aurora, CO 80045

Address:

Amount Due
\$216.71

Due By
March 16, 2023

Amount Enclosed

Guarantor Number: [REDACTED]
Statement Date: [REDACTED]

Pay Online at mychart.childrenscolorado.org or by Phone at 720-777-4422
Pay by Mail to: Children's Hospital Colorado
13123 East 16th Avenue
Denver, CO 80045-3193

Questions? Call 720-777-4421
or E-mail: pf@childrenscolorado.org

My address or insurance information has changed. I have written these changes on the back of this statement.

My address or insurance information has changed. I have written these changes on the back of this statement.

Sample of CU Medicine bill

 CU Medicine <div style="border: 1px solid black; padding: 5px; margin-top: 10px;">  Find YOUR Doctor www.CUmedicine.us </div>	<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> PATIENT NAME <input type="text"/> ACCOUNT NUMBER <input type="text"/> STATEMENT NUMBER <input type="text"/> </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> TOTAL ACCOUNT BALANCE \$625.34 </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> PAY YOUR BILL ONLINE www.CUmedicine.us </div>	<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> PAYMENT PLAN <p>To establish a payment plan, please go to www.CUmedicine.us</p> </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> MAKE PAYMENT IN FULL <p>To create a plan de pago, por favor diríjase aquí: www.CUmedicine.us</p> </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>You may pay your bill in full with a check or credit card in 10 days.</p> <p>Pay online at www.CUmedicine.us</p> <p>Pay by phone, dial 303-492-7710</p> <p>That is the number in the box using the coupon below.</p> </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> CUSTOMER SERVICE INFO  Phone: 303-492-7700 Toll Free: 800-821-9734 Office Hours: Monday - Friday 8:00 am to 5:00 pm MST Walk-In Hours: Monday - Friday 8:00 am to 5:00 pm MST <p>Please see reverse side for a detailed summary</p> </div>
Statement for Physician Services		
YOUR ACCOUNT STATUS		
PAY YOUR MEDICAL BILL ONLINE		
 CU Medicine 24/7 SECURE ACCESS. ANYTIME. ANYWHERE. www.CUmedicine.us www.CUmedicine.us www.CUmedicine.us www.CUmedicine.us		
 CU Medicine 1000 BUCHANAN ST. DENVER, CO 80256 303.492.7700 ELECTRONIC SERVICE REQUESTED		
<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <input type="checkbox"/> Please enter add/more or insurance changes on back and check box. </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> ADDRESS SEE </div>		
<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> IF PAYING BY CREDIT CARD, DISCOVER OR AMERICAN EXPRESS, FILL OUT BELOW </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> NAME ON CARD <input type="text"/> CARD NUMBER <input type="text"/> EXPIRATION DATE <input type="text"/> ZIP CODE <input type="text"/> </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> STATEMENT DATE <input type="text"/> AMOUNT DUE <input type="text"/> ACCOUNT NO. <input type="text"/> DATE PAID <input type="text"/> SHOW AMOUNT TPD & HERE <input type="checkbox"/> AMOUNT PAID <input type="text"/> </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> MAKE CHECKS PAYABLE AND REMIT TO: UNIVERSITY OF COLORADO MEDICINE 1000 BUCHANAN ST. DENVER, CO 80256-1058 </div>		

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.

1

Deductible phase

You start the year with a deductible, which is an amount you're responsible for paying before your insurance starts to pay.

2

Coinurance phase

Once you've met your deductible, your insurance will share the cost of care with you. The percentage they pay depends on your plan.

3

Out-of-pocket maximum phase

Most plans have an out-of-pocket maximum, which is the most you'll be required to pay for care each year. Once you meet that maximum, your plan covers 100% of covered, in-network services. Please work with your insurance company when your benefits start over for the year.

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:



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.



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



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



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.