



# Patient Financial Bill Of Rights

Summa Health believes all patients should have a clear understanding of the cost of their care; how and why they are billed.

We believe every patient deserves the right to:

**1. A bill in plain language**

Summa Health removes industry terms from your billing statements, eliminating confusion about services provided to you.

**2. A stable network with contracted payers so you never receive a surprise out-of-network bill**

Summa Health partners with a broad range of insurance companies and other pay sources to minimize your out-of-pocket costs. When seeking medical care at Summa Health, we will make you aware, based on the payer information we have available at the time, if your insurance company or other pay source does not have a contract with us.

**3. Accurate information about providers covered in your insurance plan**

You may receive medical care at Summa Health by a healthcare professional who is not employed by Summa. Most healthcare professionals contracted with Summa Health are in the same insurance networks as Summa Health. We will attempt to notify you in advance, if we becomes aware you are scheduled for services with a healthcare professional who is out of network with your health plan.

**4. Code of Ethics**

At Summa Health, decisions are made based on sound business judgment and unclouded by personal interest, relationship pressure or potential for personal gain.

**5. Understanding of facility fees**

Summa Health will clearly communicate to our patients locations where facility fees are charged, through signage, when you schedule your appointment and on our written estimates for services provided to you.

**6. Easy access to our prices**

All of our prices will be made available to you on [summahealth.org](http://summahealth.org).

**7. Notification of less expensive options by your physician**

Summa Health and Summa Health Medical Group promote shared decision-making with our patients in decisions about your medical care. Recommendations are evidence-based medicine best practices, which may have cost effectiveness as one of the variables.

**8. Disputed bills held from collection activity**

Summa Health will not bill you for any amount under dispute by you, and will facilitate the work necessary to provide a resolution.

**9. Guaranteed access for all; We strive to provide access at the right time, right place, with the right caregiver** As part of our commitment to population health, Summa Health and Summa Health Medical Group continuously work to recruit care providers necessary to expedite and ensure access when you need it, where you need it.