



Patient Financial Services
Policy/Procedure

Title: **AMOUNTS GENERALLY BILLED**

Consistent with its mission to provide comprehensive and compassionate care that improves the health of the people we serve, St Elizabeth Healthcare is committed to providing Financial Assistance to every person in need of medically necessary treatment even if that person is uninsured, underinsured, ineligible for other government programs, or unable to pay based on their individual financial situation.

St. Elizabeth Healthcare provides financial assistance to medical indigent patients meeting the eligibility criteria outlined in the Financial Assistance Policy. After the patient's account(s) is reduced by the financial assistance adjustment based on policy, the patient is responsible for the remainder of his or her outstanding patient account which shall be no more than amounts generally billed (AGB) .

The Look Back Method is used to determine AGB for the previous 12 month year period. Patients or members of the public may obtain this summary document at no charge by contacting the hospital billing office at 513-655-1925 or 800-913-5520, by visiting St. Elizabeth Healthcare's registration @ One Medical Village Drive Edgewood, KY 41017, or on our website @ <https://www.stelizabeth.com/Patientvisitor.aspx>.

Amounts Generally Billed is the sum of all amounts of claims that have been allowed by health insurers divided by the sum of the associated gross charges for those claims.

Allowed Amount = Total charges less Contractual Adjustments

2017 AGB Percentage = 40%

2018 AGB Percentage = 35%

If no contractual adjustment is posted then total charges equals the allowed amount.