**Feedback & Recommendations for improving Cost Compare Website**

Provided by interested Patient Health Data Users Kathy Day, Arthur Hill, Becky Martins and Poppy Arford.

**Feedback & Recommendations Part 1: In lieu of the current Step sequence on the test Cost Compare website we recommend the following sequence:**

**Step One: Select Patient or Professional**

Rationale: Consumers need and want a patient centered site for accessing relevant and meaningful health data that is presented in a patient centered format.

Offering the two cost data options or tracks allows for one to be patient centered and the other to be professional provider- researcher- employer –payer centered.

**Step 2: Select Insured or Uninsured**

Rationale: It is of equal value and importance that the uninsured patient have access to average charge data and that the insured patient have access to average claims payment data.

**Step 3: Search for Test or Procedure**

Rationale: The website user will write in the name of the test or procedure he/she is desiring cost data on. The search function then provides the name and CPT code of all tests and procedures that match the name written.

If there is no test or procedure which matches the search name then the following statement will be offered: Please go to Step 3 as MHDO cost data is not available for a test or procedure matching the name provided at this time.

**Step 4: Additional Cost Information and Resources:**

This step is will serve as a clearinghouse for patient access to cost information. It will provide excellent cost of care information and resources available to Maine people complete with website links and contact information, including for:

* MHDO Cost Compare website contact person and number for patient questions.
* Payer cost compare websites
* CAHC hot line (suggest providing training for hot line staff to provide cost, as well as coverage, information)
* Discount prescription drug sites (i.e. Good Rx)
* Importance of all five Choosing Wisely decision making questions including guidance on #5 “How much does it cost” and how to talk with providers about cost information.
* Consumer Report Health and “Choosing Wisely” website links
* Quality Counts “ Choosing Wisely” website link
* Hospital Patient Financial Services Departments statewide
* Updated information on Maine laws pertaining to health cost access and transparency in Maine.

**Step 5: Patient Cost Compare Forum**

We recommend that a Patient Cost Compare Forum for online information sharing among Maine patients, that also includes a website feedback component, be offered.

**Feedback and Recommendation Part 11: In regard to the way that the cost information is presented on the test Cost Compare website we recommend:**

**1) That the column categories across the top be limited to four including Lead Facility, Average Total Cost, Distance to Facility, and Number Done (versus Number of Encounters).**

**2) That each of the four categories have a button for “More Information” and provide the following:**

* The Lead Facility category would then provide contact information and website.
* The Average Total Cost would provide the cost breakdown information.
* The Distance to Facility would include road conditions and public transportation options.
* The Number Done would provide an explanation of how this data serves as a basic quality indicator.