[](http://mhdo.maine.gov/imhdo/)

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**KEY:**

**Interim Release-IR**

**Future Release Consideration-FRC**

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| Consumer Feedback | MHDO Response |
| 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. | **FRC:** MHDO Board discussion |
| Step 2: Select Insured/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. | **FRC:** We will be reviewing the Affordable Care Act and a provision that apparently requires that the charge structure for a person without insurance coverage is set at the average payment for the procedure. (high level understanding at this point) |
| Step 3: Search for Test/Procedure  Rationale: The website user will write in the name of the test or procedure he/she desires 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. | **FRC:** Functionality that we will explore. |
| 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. | .   * **IR-**We do not have a dedicated resource –we will include our general contact information * **IR-**Harvard and United have agreed to include their links on our website. Made offer to all plans. Will add health plans as authorizations come in. * MHDO Board discussion * **FRC-**deliverable in grant-need to explore feasibility and research options. * Need additional clarification * MHDO Board discussion * MHDO Board discussion * MHDO Board discussion * **IR-**we will include |
| 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. | **IR-**We have updated the HealthCost survey and will include on the interim site.  MHDO Board discussion |
| Column categories  We recommend 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). | **FRC:** The current methodology looks at hospitals and non-hospital providers that bill a separate facility and professional fee. Providers that bill one or the other are **not** included in the current methodology.  One of the key deliverables in the grant is to revise the methodology. In our future release we plan to include a broader group of providers. At that time posting average total cost for all providers listed is an option.  **IR:** We have revised the header in the column Number of Encounters to Number Performed. |
| “More information” button  We recommend 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. | * **IR:** We will provide the link to the lead facility’s website consistent with what we currently do. * **FRC:** Yes if we roll up total cost we will also provide the breakdown. * MHDO Board discussion * **FRC:** One of the deliverables in the grant is to integrate some quality metrics/indicators. The identification of the quality metrics/indicators is one of the items we plan to spend time working through with the consumer advisory group. |