

Frequently Asked Questions:

Q. How can the patient estimator tool help me?

A. Our new online patient estimator tool can help provide you with approximate out-of-pocket cost for services from our facilities in advance. We want to provide you with the tools you need to make an informed decision.

Q. How does the patient estimator tool work?

A. Our patient estimator tool uses historical claims data, fee schedules, and benefit information from insurance providers to calculate the out-of-pocket costs for services to give you an estimate.

Q. How do I create an estimate?

A. You can create an estimate by clicking this link <https://bartlett.msph.recondohealth.net/#/>

Q. What is usually included in an estimate?

A. Estimates are based on the service criteria, patient demographic data and insurance policy information, entered by the patient. The estimate may include facility fees and/or physician fees from health care providers employed by Bartlett Regional Hospital. Please note that services provided by a physician not employed by Bartlett Regional Hospital are not included in the estimate and you may receive a bill from a third-party.

Q. Why is my bill different from my estimate?

A. While we are making every attempt to provide you with an accurate estimate upfront, please know that the amount you end up paying may be different. There are many reasons for this including:

1. Changes to your service after the estimate was provided
2. Additional services performed
3. Above average time or complexity needed for your care
4. Changes in insurance coverage
5. Some aspects of the service might be provided by a physician not employed by Bartlett Regional Hospital.

Q. What do I do if I cannot find my insurance on the list of insurances on the patient estimator tool?

A. We use electronic verification of patient-specific benefits from the insurance providers; however, some insurance providers are unable to verify benefits electronically. In this case, we can still provide you with an estimate. Please call 907-796-8436

For more information on our new Patient Estimator Tool, please call our Business Office: M-F 8:00am-4:00pm 907-796-8436