

Patient Transparency Materials

All Mass General Brigham institutions are now required to provide patients with informational material regarding the costs of care.

Below is a list of key information that practices need to know moving forward.

What Patient Transparency materials are applicable to my practice?

- Primary Care
 - **Brochure:** *Preventive Health Exam Billing at Mass General Brigham*
 - **Form to Display:** *Primary Care Notice*
- Urgent Care
 - **Brochure:** *Urgent Care Billing at Mass General Brigham*
 - **Form to Display:** *HOD Urgent Care Notice or PO Urgent Care Notice*
- Split bill
 - **Brochure:** *Physician Office and Hospital Outpatient Billing at Mass General Brigham*
 - **Form to Display:** *Split billing notice (hospital OP location)*

What is the guidance regarding frequency of handing out brochures?

- *Preventive Health Exam Billing at Mass General Brigham*
 - Hand to patients at check in for **annual wellness visit**, make available in visible location for all other patients.
- *Urgent Care Billing at Mass General Brigham*
 - Hand to **new** patients at check in, make available in visible location for all other patients.
- *Physician Office and Hospital Outpatient Billing at Mass General Brigham*
 - Hand to **new** patients at check in, make available in visible location for all other patients.

Sample Scripting for front end staff:

- “This brochure outlines some billing procedures for this practice that might affect your out of pocket financial responsibility.”
- “Please read this brochure on some important billing procedures and how they might affect you.”

Please Note: Practice staff are not expected to answer questions regarding the information in the brochures. If patients have questions about the information provided, staff can point them to the contact information for **Patient Billing Solutions at Mass General Brigham** which is listed on the back of the brochures.

Where should forms be displayed?

- Forms should be displayed prominently at the check-in/check-out desk or next to the desk on the wall. They should not be displayed on the wall behind the desk as they may not be clearly visible to patients. Practices can display these posters in multiple areas throughout the practice.
- Electronic versions of the forms will be made available to practices with electronic display monitors.

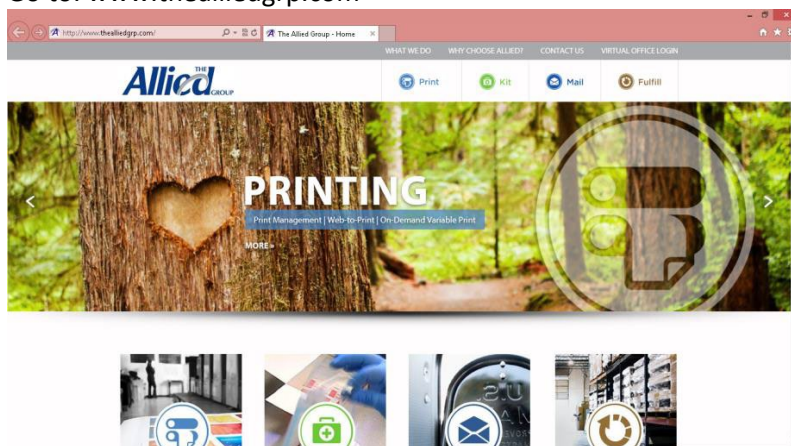
Patient Transparency Materials

How will my practice obtain the required brochures / forms?

- Practices will be responsible for re-ordering and continuing the distribution of these materials.
- The new brochures will be available for reorder online following your initial distribution from our supplier The Allied Group.
 - Many administrators may already have access to order online via The Virtual Office for printed materials. If you are not a registered user, please follow the [instructions below](#) to register with the Allied Group as a new user.
 - Allied Group's website www.thealliedgrp.com
 - Please contact partners@thealliedgrp.com with any questions pertaining to the website registration or your orders.
- Orderable Items:
 - The brochures come 100/pk and the codes for ordering are:
 - PHS050 – Split Billing Brochure
 - PHS051 – Urgent Care Brochure
 - PHS052 – Routine Physical Brochure
 - The notices can be re-ordered, the codes are as follows:
 - PHS055 – Split Billing Notice
 - PHS056 – PO Urgent Care Notice
 - PHS057 – HOD Urgent Care Notice
 - PHS058 – Primary Care Notice

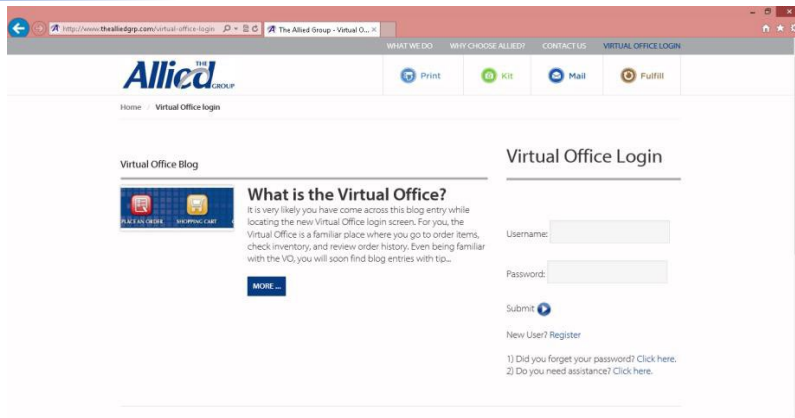
The Allied Group Virtual Office Registration Process

- 1) Go to: www.thealliedgrp.com

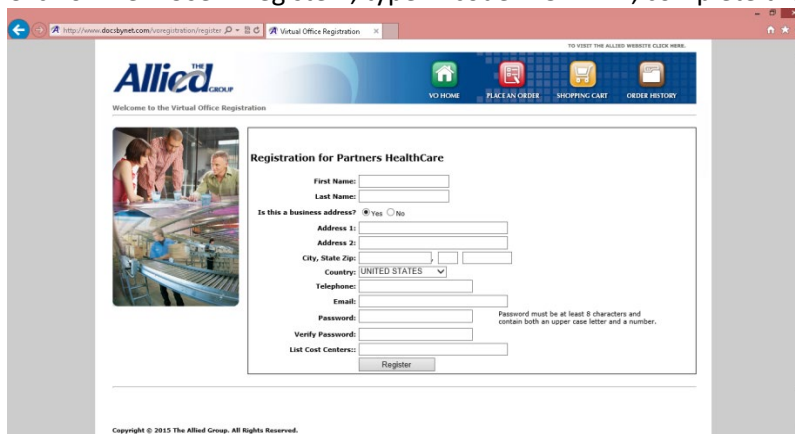


- 2) In the upper right hand corner of the screen, click on "VIRTUAL OFFICE LOGIN "

Patient Transparency Materials



3) Click on New User “Register”, type in code “152411”, complete the form.



You should receive a response within 24 hours. Your approval will be emailed from - VO Web Coordinator webcoord@thealliedgrp.com

For support, reach out to Nicole Centonze at Allied 800-556-6310 (3207) or email partners@thealliedgrp.com