**<u>Frequently Asked Questions for Find a Doctor from The Alliance®</u>**

1. **Who is The Alliance®? Is it my insurance company?**

   The Alliance is a cooperative owned by employers who self-fund their health benefits. The Alliance works with your employer to provide health care access, information and savings when you use our network of doctors, hospitals and health services.

2. **Is the site available in Spanish?**

   Yes, the Find a Doctor site is available in Spanish. On the Find a Doctor home page, click on "settings" (in the upper-right hand corner of the screen) and choose "Español" from the drop-down menu. We also offer a Spanish translation service, on request. To arrange Spanish translations, contact Customer Service by calling 800.223.4139 or emailing csr@the-alliance.org.

3. **Can I get a printed copy of my search results?**

   Yes, you can generate a PDF of your search results to save or print. Click "Save & Print," located at the top left of your search results.

4. **Can I use Find a Doctor to print a complete provider directory?**

   If you need a listing of all providers in an area, please contact an Alliance Customer Service representative at 800.223.4139 or by email at csr@the-alliance.org.

5. **When I search for a procedure, sometimes the results list doctors and other times they list facilities. Why?**

   Search results are based on the type of search requested in the drop-down menu.

6. **I can't find my doctor on your site, but I've learned from a friend that he/she is part of your network. What's going on?**

   Please contact Customer Service to determine whether the doctor is truly within our network. The error could have occurred when the clinic or hospital submitted the information, or it could have occurred at The Alliance. We will pursue more information on your behalf. You can contact Customer Service by calling 800.223.4139 or emailing csr@the-alliance.org.

7. **I know my doctor sees patients at this hospital, but his/her name isn't showing up when I search by hospital. Why?**

We only list providers employed by the health system or hospital that operates a specific facility. Your doctor likely has "privileges" that allows him or her to provide care at that facility, but may not be an employee. Please use Find a Doctor to verify that the doctor is part of The Alliance network; otherwise you may be forced to pay higher, out-of-network rates. You can also contact Customer Service to verify the doctor's participation by calling 800.223.4139 or emailing csr@the-alliance.org.

8. **How can I get a cost estimate for an upcoming procedure?**

   Contact Customer Service at 800.223.4139 or csr@the-alliance.org to request a cost estimate.

9. **Why do your cost estimates include all the costs for a typical day's care for a patient having a specific procedure, rather than just the cost of the procedure?**

   Showing an estimate of the cost of care for the full day is the best way to identify all the costs that patients and their employers may be asked to pay. This method is based on our own provider-specific historical data and includes all types of services that are most commonly done together as part of the procedure.

10. **Where do you get your cost information?**

   Our cost information is based on claims from real Alliance patients who had this procedure at a specific facility.

11. **My doctor referred me to a hospital for an imaging test, but your cost estimate included cheaper prices at other nearby facilities. Can I switch facilities?**

   Yes. Contact your doctor's office and tell them you want to get your test at another facility. If you have difficulties, contact Customer Service by calling 800.223.4139 or emailing csr@the-alliance.org.

12. **My cost was different than the estimated cost shown on my cost estimate. Why do costs sometimes vary within the same facility?**

   The costs given in this report are estimates based on actual cases. They are meant to give you an idea about what a typical cost or range of costs might be. However, your case may not be exactly the same as another patient's. Differences in cost may reflect, among other things, the types and number of services the facility provides, how long it took to perform the procedure, how much they charge for those services and the rates negotiated for those services.

**13. What is a facility fee? Why does it matter to me?**

Facility fees are often charged at clinics that are owned by hospitals to cover the costs of maintaining that facility. Many insurance plans do not cover facility fees or cover only a portion of the cost. Ask your benefits administrator whether you have to pay facility fees out-of-pocket. You can also call the health facility and ask if you can schedule the procedure or office visit at another location that does not charge a facility fee for services.

**14. Find a Doctor materials show that costs can vary. What else can I do to pin down the cost before I have this procedure?**

We encourage you to speak to providers about the cost of any upcoming procedures. You can also work with your health plan's claims administrator or your employer's human resources administrator to understand the costs that you will have to pay out of your own pocket.

**15. I'm not covered by The Alliance plan, but I'd like more information about costs. What can I do?**

We cannot share cost estimates with people who are not covered by a plan that uses The Alliance network.

We encourage you to speak to providers about the cost of any upcoming procedures. You can also work with your health plan's claims administrator or your employer's human resources administrator to understand the costs that you will have to pay out of your own pocket.

In addition, you may find these resources helpful:

➢ The Choosing Wisely campaign (www.choosingwisely.org) helps you prepare to discuss your care with your doctor, including whether a specific procedure or test is truly necessary.
➢ Questions Are the Answer (www.ahrq.gov/questionsaretheanswer). This tool helps you get more involved in your care by building a list of questions you should ask before surgery or a test.

**16. What is a Leapfrog Hospital Safety Score? Where does the information come from?**

Leapfrog is a national organization that works to improve patient safety. Leapfrog's Hospital Safety Scores give hospitals "A" to "F" grades for patient safety. Grades are based on how often these things happen to people staying overnight in the hospital:

➢ Injuries
➢ Infections
➢ Medical errors

The Alliance is a partner for the Leapfrog program, which means we help share information so people can compare hospital safety.

**17. Your cost estimate showed higher quality and lower cost at some facilities. How is that possible? Doesn't higher quality care cost more?**

Studies have shown that the cost and quality of care don't go hand-in-hand in many situations. Higher cost doesn't necessarily mean higher quality; lower cost doesn't necessarily mean higher quality; lower cost doesn't necessarily mean lower quality. In some situations, the low-cost provider is also the high-quality provider. Even when national standards show that the quality of the facility is the same, the cost of a procedure can vary by hundreds or even thousands of dollars depending on where you go for care.

**18. Why isn't there more quality information on the site?**

As more measure are developed and evidence shows they lead to positive outcomes, we will add more information about quality.

**19. Why don't your rate doctors? Will you rate them in the future?**

We currently lack the data and measures needed to provide fair and accurate reports on physician performance. Physician-level reporting is a goal for The Alliance and we will add it as measures become available.