

Oregon Cost Estimator for PHS Individual Customers & Providers

**If you are not an Oregon PHS customer or provider – please continue to utilize our customer service center at 1-800-232-5432 ext. 15200*

According to Oregon statute §743.874 & §743.876 – you are entitled to receive a reasonable estimate of costs for in-network and/or out-of network procedures covered by the plan in advance of the procedure or service.

This can be done by calling our customer service center at 1-800-232-5432 ext. 15200. During this call you will be asked to provide the following information;

- Date of service
- CPT codes from your provider for office settings *or* Revenue codes from your provider for hospital settings
- ICD9 diagnosis codes from your provider
- Name, address and tax identification number of your provider
- (if not provider location – the name of the facility)
- Place of service
- Billed charged amount by procedure

Oregon cost estimates can also be accessed through the link below to our customer service center where you will be asked to provide the same data requirements listed above.

This service is intended to provide you a reasonable estimate of your health care costs as of today's date. It is not intended to be a guarantee of your costs or benefits. Actual costs may vary. Also, this cost estimator service is not intended to serve as a substitute for your physician's medical advice. Medical decisions should be made between you and your physician or other health care provider.

Additionally:

- You may receive additional services that are medically appropriate as part of the common procedures even though you may not currently be aware of them. These other services may result in additional financial responsibility.
- You will be responsible for the costs of services that are not covered under your benefit plan.
- Your physician's or other health care provider's in-network or out-of-network status may change. Remember to verify the network status of your physicians and other health care providers before obtaining services. Out-of-network estimates are based on the billed charges supplied by you from your physician while in-network estimates are based on your physician's or other health care provider's contract. The amounts paid to physicians or other health care providers are often not the same as the amounts billed by physicians or other health care providers.

In the event that this cost estimate differs from the actual cost of the procedure or service, and you would like an explanation or if you have additional questions, please contact our Customer Service Center at the number on the back of your medical ID card.

If you need help with an insurance question or complaint, then you may contact the Consumer Advocacy Unit of the Oregon Department of Consumer and Business at (888)877-4894 (toll free), P.O. Box 14480 Salem, OR 97309-0405, website: insurance.oregon.gov, or email: ins.cp@state.or.us

By submitting the form below, you are acknowledging that you have read and fully understand the disclaimer information above.