## Member Out-of-Pocket Estimate

**Purpose of this communication:**

- To provide information on where to direct patients who request an out-of-pocket cost (OOP) estimate.

**What do I need to know?**

- **Providers should refer any patient requesting an OOP estimate to the patient's health plan's cost estimator tool except as otherwise noted below.**

  - Using health plan cost estimator tools can improve the accuracy and specificity of OOP estimates for patients as the patient's health plan has access to the patient's full coverage details.

- For your convenience, below are instructions on where to direct patients to obtain an OOP estimate for each plan and line of business.

| Health Plan | Commercial | Medicare |
|---|---|---|
| **Blue Cross® Blue Shield® of Michigan** | BCBSM cost estimator tool. | BCBSM cost estimator tool. |
| **Fallon Health®** | Fallon Health cost estimator tool and click: **My Resources** -> **Sapphire365.** | Direct the patient to CareCentrix at **1 (833) 409-1288, Option 1** |
| **Florida Blue®** | Florida Blue cost estimator tool and click: **Find and Get Care** -> **Compare Medical Costs.** | Florida Blue cost estimator tool and click: **Find and Get Care** -> **Compare Medical Costs.** |
| **Horizon®** | Horizon cost estimator tool. | Horizon cost estimator tool. |
| **Braven Health℠** | Braven Health cost estimator tool. | Braven Health cost estimator tool. |
| **Mass General Brigham® Health Plan** | MGBHP cost estimator tool and click: **Billing Menu** to create a self-service estimate. | Direct the patient to CareCentrix at **1 (866) 827-5861, Option 2** |
| **Sentara® Health Plans** | Sentara Health Plans cost estimator tool. | Direct the patient to CareCentrix at **1 (833) 592-1091 for HIT** **1 (833) 592-1092 for Sleep** |
| **Please note: For services reimbursed based on an MSRP rate, regardless of plan or line of business, direct the patient to CareCentrix instead of the health plan's cost estimator tool.** | | |

- Click here for additional information about patient OOP estimates, responsible parties for collecting member cost-share, and more.

**What do I need to do?**

- If you have any questions related to this process, your dedicated Provider Relations contact will be happy to assist you.

**Thank you in advance for your cooperation and continued partnership.**