

New Legislation – Rates Charged to Patients

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- Proposed rates are based on a study commissioned in 2019 comparing SFDPH's rates with peer hospitals.
- In addition, DPH has implemented several new policies to protect patients from “balance billing” for medical services received at SFDPH facilities, including
 - ▣ out-of-pocket maximums for patients at all income levels
 - ▣ In network cost sharing for insured patients that receive out-of-network services at ZSFG
 - ▣ improved customer service and communications to reduce complexity, stress and uncertainty
- Because of these changes the proposed rates have little relationship to the amount a patient will pay for services