



Billing Information for Coronavirus/COVID-19 Services

The health and safety of all of our patients and staff are important to us. During this coronavirus/COVID-19 pandemic, you may have questions about health care costs. We are making changes to keep everyone safe while still providing high-quality care. This letter will tell you more about how those changes may affect out-of-pocket health care costs.

What will my out-of-pocket cost be for COVID-19 screening and testing?

Stanford Children's Health will not charge patients for screening or testing for COVID-19. We will bill commercial health plans and government agencies for these services. These companies have said that they will pay for these services without any out-of-pocket costs.

What will my out-of-pocket cost be for telehealth services?

Telehealth lets you and your family talk with health care providers through your computer or mobile device. It allows you to safely stay connected to your health care team from home. We will bill commercial health plans and government agencies for telehealth services. Most health plans and government agencies are covering more of the costs for Telehealth services.

A Telehealth visit will be billed the same as an in-person visit to our clinics. You will still have to pay for:

- Co-pays
- Coinsurance
- Deductibles
- Other insurance specific patient costs

Does Stanford Children's Health provide any Financial Assistance for these costs?

Stanford Children's Health is doing its best to work with patients and families affected by COVID-19. Our **Customer Service Team (800) 308-3285** can talk with you about financial options.