

What does Amounts Generally Billed (AGB) mean?

Amounts generally billed (AGB) means financial assistance-eligible patients will not be charged more than the amounts that are generally billed to individuals who have insurance covering the same care.

What this means for our patients is no individual determined eligible for financial assistance under Providence St. Joseph Health and its Affiliates that provide healthcare services and their employees (collectively known as “PSJH”) financial assistance policies will be charged more for emergency or medically necessary hospital care than the amounts generally billed to individuals with insurance covering such care.

How Amounts Generally Billed (AGB) is Calculated

PSJH utilizes two methods to calculate the AGB – the “prospective method” and the “look-back method”.

- (1) Under the “prospective method” the AGB equals the amount that would be allowed by traditional Medicare fee-for-service.
- (2) Under the “look-back method”, the AGB percentage is determined by dividing the contractual allowances with a payor of either Medicare fee-for-service or a commercial payer, during a 12-month period by the sum of associated gross charges for those claims. We then apply the AGB percentage to the gross charges the financial assistance-eligible patient has incurred to determine the AGB.

What are the current AGB’s used by PSJH?

Based on Medicare and Commercial contractual allowances between July 1st, 2021 through June 30th, 2022 PSJH will charge patients eligible for financial assistance no more than the below-noted AGB percentage for emergency or medically necessary services received in 2022 and are calculated as follows:

System, location, or facility	AGB Method used	AGB Percentage %
Providence Healdsburg Hospital - Sonoma County CA	Prospective	
Providence for Southern California hospitals located in Los Angeles, Orange, and High Desert Counties	Look-back	13.8% which is the lowest AGB from all Providence hospitals in Southern CA
Providence for Northern California hospitals located in Sonoma and Humboldt Counties (except for Healdsburg Hospital)	Look-back	12.3% which is the lowest AGB from Providence hospitals in Northern CA
Providence for Alaska, Montana, Oregon, Washington, as well as Swedish and Kadlec in WA	Look-back	28.3 % which is the lowest AGB from all Providence regions in combined regions of AK, MT, WA, OR, Swedish, and Kadlec
Covenant Grace Medical Center in Texas	Look-back	26.6%
Covenant Medical Center, Covenant Children’s Hospital, Covenant Levelland, Covenant Plainview in Texas	Look-back	13.7% which is the lowest AGB for these Texas hospitals
Covenant Health Hobbs – New Mexico	Look-back	27.0%