

Cory Hess
Chief Executive Officer
Betsy Johnson Hospital
800 Tilghman Drive
Dunn, NC 28334

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DEPARTMENT OF HEALTH & HUMAN SERVICES

Centers for Medicare & Medicaid Services
7500 Security Boulevard, Mail Stop C5-15-12
Baltimore, Maryland 21244-1850



Center for Medicare

August 23, 2023

Reference Number: 7132022

Unique Case Number (UCN): 2023HPT006

Via Certified Mail

Cory Hess
Chief Executive Officer
Betsy Johnson Hospital
800 Tilghman Drive
Dunn, NC 28334

RE: Hospital Price Transparency Notice of Imposition of a Civil Monetary Penalty (CMP)

Dear Cory Hess:

The Centers for Medicare & Medicaid Services (CMS) is imposing a civil monetary penalty (CMP) as described in 45 C.F.R. § 180.90. CMS has determined that Betsy Johnson Hospital meets the definition of a hospital specified in 45 C.F.R. § 180.20 and that as of the date of this notice, Betsy Johnson Hospital is noncompliant with the price transparency requirements under Section 2718(e) of the Public Health Service Act, 42 U.S.C. § 300gg-18(e), and 45 C.F.R. Part 180 (<https://www.govinfo.gov/content/pkg/FR-2019-11-27/pdf/2019-24931.pdf>). CMS has determined that your hospital has been noncompliant since at least June 6, 2023.

CMS initially completed a review of Betsy Johnson Hospital's website, <https://myharnetthealth.org/about-hhs/betsy-johnson-hospital/>, on June 6, 2023. Based upon this review, it was determined Betsy Johnson Hospital was in material violation of the requirements under 45 C.F.R. §§ 180.40-180.60 to make public its list of standard charges. On June 8, 2023, CMS issued a Notice of Violation and Request for Corrective Action Plan (CAP) notifying the hospital of the following material violations:

Violations- Comprehensive Machine-Readable File

1. Failure to clearly indicate the date that the standard charge data described in 45 C.F.R. §180.50(b) was most recently updated, either within the file itself or otherwise clearly associated with the file as required at 45 C.F.R. §180.50(e).

2. Failure to follow the naming convention specified by CMS, specifically: <ein>_<hospitalname>_standardcharges.[json|xml|csv] as required at 45 C.F.R. §180.50(d)(5).
3. Failure to include all corresponding data elements in the list of standard charges, as applicable, as provided in 45 C.F.R. §180.50(b). Specifically, not all payer specific negotiated rates were posted in the online machine-readable file as required at 45 C.F.R. §180.50(b)(3).

Violations - Displaying Shoppable Services in a Consumer-Friendly Manner

1. Failure to make available a consumer-friendly list of standard charges for a limited set of shoppable services as provided in 45 C.F.R. §180.60, as required at 45 C.F.R. §180.40(b). Specifically, no consumer-friendly list of standard charges was found.

Betsy Johnson Hospital failed to meet the CAP requests and requirements as described in 45 C.F.R. §180.80(d).

CMS completed a review of Betsy Johnson Hospital's website <https://myharnetthealth.org/about-hhs/betsy-johnson-hospital/> on July 26, 2023. The following material violations were identified:

Violations- Comprehensive Machine-Readable File

1. Failure to clearly indicate the date that the standard charge data described in 45 C.F.R. §180.50(b) was most recently updated, either within the file itself or otherwise clearly associated with the file as required at 45 C.F.R. §180.50(e).
2. Failure to follow the naming convention specified by CMS, specifically: <ein>_<hospitalname>_standardcharges.[json|xml|csv] as required at 45 C.F.R. §180.50(d)(5).
3. Failure to include all corresponding data elements in the list of standard charges, as applicable, as provided in 45 C.F.R. §180.50(b). Specifically, not all payer specific negotiated rates were posted in the online machine-readable file as required at 45 C.F.R. §180.50(b)(3).

Violations - Displaying Shoppable Services in a Consumer-Friendly Manner

1. Failure to make available a consumer-friendly list of standard charges for a limited set of shoppable services as provided in 45 C.F.R. §180.60, as required at 45 C.F.R. §180.40(b). Specifically, no consumer-friendly list of standard charges was found.

Betsy Johnson Hospital continues to be out of compliance with 45 C.F.R. §§ 180.40 – 180.60. Therefore, CMS is imposing the CMP set forth below.

I. Amount of the CMP

Based on the foregoing findings of noncompliance with requirements for standard hospital charges and displaying shoppable services in a consumer-friendly manner, CMS is imposing a total CMP of \$99,540.00 pursuant to 45 C.F.R. § 180.90. The CMP is calculated as follows:

\$10.00 per bed per day for hospitals with a bed count greater than 30 but not more than 550 = \$10.00 x (126 beds¹) x (79 days) = \$99,540.00. This CMP is calculated from June 6, 2023 to and including August 23, 2023, the date of this notice.

CMS may issue subsequent notices imposing additional CMPs for continuing violation(s) as described at 45 C.F.R. § 180.90(b)(2)(iv), (f). **CMS may impose additional CMPs until CMS determines your hospital is in full compliance with 45 C.F.R. §§ 180.40 – 180.60 as appropriate. It is suggested that your hospital notify CMS via email at HPTCompliance@cms.hhs.gov when it makes any necessary corrections to be compliant with the relevant sections of 45 C.F.R. §§ 180.40 – 180.60, as indicated above.**

II. Payment of CMP

Pursuant to 45 C.F.R. § 180.90(d), your hospital must pay the CMP in full within 60 calendar days² from the date of this notice of imposition of CMP.

If your hospital decides to request a hearing, and a final and binding decision upholds the CMP in whole or in part as described in 45 C.F.R. Part 180, Subpart D, then your hospital must pay the CMP amount that was upheld within 60 calendar days from the date of the final and binding decision, as specified in 45 C.F.R. § 180.90(d)(2). More information regarding Appeal Rights can be found in Section III.

The CMP may be paid by federal ACH wire transfer.

To Pay via Federal ACH Wire Transfer

Subtype/Type Code:	10 00
Amount:	\$99,540.00
Sending Bank Routing Number:	[REDACTED]
ABA Number of Receiving Institution:	[REDACTED]
Receiver Name:	Treasury NYC
Receiving Institution Name:	Federal Reserve Bank of New York
Receiving Institution Address:	33 Liberty Street, New York, NY 10045
Beneficiary Account Number:	[REDACTED]

¹ Pursuant to 45 C.F.R. § 180.90(c)(2)(ii)(D)(1), CMS used the most recently available, finalized Medicare hospital cost report to determine the number of beds.

² Pursuant to 45 C.F.R. § 180.90(d)(3), if the 60th calendar day is a weekend or a Federal holiday, then the timeframe is extended until the end of the next business day.

Beneficiary Name:	Centers for Medicare & Medicaid Services (CMS)
Beneficiary Physical Address:	7500 Security Blvd., Baltimore, MD 21244
CMS Tax ID Number:	[REDACTED]
Credit Gateway Customer Care Number	1-877-815-1206
Re: Unique Case Number (UCN) 2023HPT006 and Hospital Price Transparency CMP	[REDACTED]

III. Appeal Rights

Pursuant to 45 C.F.R. Part 180, Subpart D, your hospital may appeal CMS' CMP determination by requesting a hearing before an Administrative Law Judge (ALJ) of the U.S. Department of Health and Human Services' Departmental Appeals Board (DAB). To request a hearing, your hospital must submit its hearing request within 30 calendar days³ of the issuance of the notice of imposition of CMP in accordance with the procedures outlined in 45 C.F.R. § 150.401, *et. seq.* The request for a hearing must comply with the requirements described in 45 C.F.R. § 150.407.

The DAB no longer accepts requests for a hearing submitted by U.S. Mail or commercial carrier unless your hospital is unable to file electronically. Otherwise, the hospital must use the DAB's Electronic Filing System ("DAB E-File") located at <https://dab.efile.hhs.gov> within the time frame described above to electronically submit an appeal. Further instructions are located at https://dab.efile.hhs.gov/appeals/to_crd_instructions. The DAB's Civil Remedies Division (CRD) requires all hearing requests to be signed and accompanied by this notice letter from CMS that addresses the action taken and the respective appeal rights. Submitted documents are accepted in Portable Document Format (PDF), image, audio, or video files. All electronic documents must be formatted so that they will print on standard 8.5 x 11 inch paper. The ALJ will consider documents uploaded to the DAB E-File on any day on or before 11:59 p.m. Eastern Time, to have been received on that day. Your hospital must accept electronic service of any appeal-related documents filed by CMS or that the CRD issues on behalf of the ALJ via DAB E-File.

Please contact the CRD at (202) 565-9462 for questions regarding the DAB E-File. If your hospital experiences technical issues with the DAB E-File, please contact the E-File System Support at OSDABImmediateOffice@hhs.gov or at (202) 565-0146 before 4 p.m. Eastern Time. If your hospital is unable to file electronically, your hospital may request a waiver from e-filing by contacting the CRD at (202) 565-9462 and providing an explanation as to why your hospital cannot file electronically.

Should your hospital file an appeal, CMS requests that copies of the appeal documents be emailed to HPTCompliance@cms.hhs.gov and also mailed to the address listed below. Documents or first-class mail replies may be sent to:

³ Pursuant to 45 C.F.R. § 180.110(a), if the 30th calendar day is a weekend or a Federal holiday, then the timeframe is extended until the end of the next business day.

Hospital Price Transparency
ATTN: John Pilotte
7500 Security Blvd, Mail Stop C5-15-12
Baltimore, MD 21244-1850

Pursuant to 45 C.F.R. § 180.110, failure to request a hearing in the manner and timeframe described above permits CMS to impose the CMP indicated in this notice and CMS may impose any subsequent penalties pursuant to continuing violations without right of appeal. The hospital has no right to appeal a penalty to which it has not requested a hearing in accordance with 45 C.F.R. § 150.405, unless the hospital can show good cause, as determined at 45 C.F.R. § 150.405(b), for failing to timely exercise its right to a hearing. If the CMP is upheld, in part, by a final and binding decision as described in 45 C.F.R. Part 180, Subpart D, CMS will issue a modified notice of imposition of CMP to conform to the adjudicated finding as described in 45 C.F.R. § 180.90(b)(3).

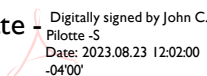
IV. Publication of CMP

In accordance with 45 C.F.R. § 180.90(e), CMS will post this notice on a CMS website. If your hospital elects to request a hearing, CMS will indicate in its posting that the CMP is under review. If the CMP is upheld, in whole, by a final and binding decision, CMS will maintain this notice on a CMS website. If the CMP is upheld, in part, by a final and binding decision, CMS will issue a modified CMP notice to conform to the adjudicated finding and post the modified notice publicly on a CMS website. If the CMP is overturned, in full, by a final and binding decision, CMS will remove this notice from the CMS website.

If you have questions, please contact us at HPTCompliance@cms.hhs.gov. We appreciate your prompt attention to this matter.

Sincerely,

John C. Pilotte
S

A digital signature block for John C. Pilotte. It includes the text "Digitally signed by John C. Pilotte -S", the date "Date: 2023.08.23 12:02:00", and a small icon of a pen nib.

John Pilotte
Director
Performance-Based Payment Policy Group
Center for Medicare