

BILL ANALYSIS: SB 1269/HB 208

Relating to provision to a patient of an itemized bill for health care services and supplies

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The healthcare billing experience is marked by information asymmetry that leaves patients confused, frustrated, and even avoidant of healthcare because of anxieties about costs ([Meyer, 2023](#); [AKASA, 2022](#); [Hodgson et al., 2022](#)). A central source of frustration in the billing experience relates to the communication of billing-related information. Twenty-nine percent of patients indicate they struggle interpreting bills, 20% indicate they unsure if bills accurately reflect financial responsibility, and 40% found bills confusing (19% of which found bills “extremely” confusing) ([AKASA, 2022](#)). Further, 76% of patients indicate that increased means for communication about billing-related information are necessary to resolve ambiguities and informational asymmetries ([AKASA, 2022](#)). Resolving these asymmetries is necessary not only to improve patient satisfaction with and trust in healthcare services, but also to ensure that patients do not needlessly face legal action relating to billing, a preventable “never event” in healthcare ([Chokshi & Beckman, 2022](#)).

To this end, S.B. 1269/H.B. 208 seeks to permit providers to issue itemized bills to patients or a patient’s designee via mail, common carrier, or at the provider’s place of business. Further, the bill seeks to expand patient entitlements to itemized bills to include an entitlement to obtain an itemized bill via the patient’s chosen method of issuance. Via these means, this bill will contribute to the concordance of price information asymmetries between providers and patients.

No entity is delegated rulemaking authority by this bill.

SECTION-BY-SECTION ANALYSIS

SECTION 1.

Amends Section 185.002(c) and (d) as follows:

(c) Grants permission to healthcare providers to issue an itemized bill:

- (1) Grants permission to issue an itemized bill electronically, including via a patient portal on the provider’s website.
- (2) Grants permission to issue an itemized bill as a hard copy, delivered by mail or a common carrier.
Substantive change: Introduces new method of issuance of itemized bills.

- (3) Grants permission to issue an itemized bill through hard copy, obtained by the patient or patient's designee at the provider's place of business. *Substantive change: Introduces new method of issuance of itemized bills.*
- (d) Introduces patient entitlements relating to the issuance of itemized bills.
 - (1) A patient is entitled to an itemized bill, on request, as identified under subsection (a); and *Substantive change: coordinating conjunction "and" to anticipate second entitlement.*
 - (2) A patient is entitled to an itemized bill through the patient's elected method of issuance. *Substantive change: Introduces new patient entitlement.*

SECTION 2.

This Act takes effect September 1, 2025.

REFERENCES

- AKASA. (2022, December 16). *Nearly 40% of Americans confused by medical bills*. <https://akasa.com/press/nearly-40-of-americans-confused-by-medical-bills/>
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- Hodgson, J., Welch, M., Tucker, E., Forbes, T., & Pye, J. (2022). Utilization of EHR to improve support person engagement in health care for patients with chronic conditions. *Journal of Patient Experience*, 9. <https://journals.sagepub.com/doi/full/10.1177/23743735221077528>
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