

Munson Healthcare has partnered with Fair Market Health (FMH) at select radiology service locations across our system. Fair Market Health is an easy way for patients paying out-of-pocket to receive healthcare services at an affordable, transparent price. Eligible patients simply select a service, view available pricing, pay, and schedule at [fairmarkethealth.com](http://fairmarkethealth.com).

## Frequently Asked Questions

### What locations can utilize FMH?

FMH is available at the following radiology locations including:

- Cadillac
- Frankfort
- Grayling
- Traverse City

### What services are currently being offered for FMH?

Select radiology services are available for FMH through MHC. This includes:

- MRI
- CT
- Ultrasound
- Mammography

### Do patients with insurance qualify to use FMH?

Patients with or without traditional insurance can use FMH. However, this service is NOT available to Medicare/Medicaid/Tricare users.

### Is this service easy for my patients to use?

FMH is built to be patient-friendly. Your patient will visit the website, search for their service, and pay. Your patient will need to upload an image of the referral. Once your patient purchases the exam, a member from the radiology scheduling team will contact your patient to schedule the exam. Your patient will need to bring the FMH confirmation page to their appointment and present it at registration. Once the exam is complete, a copy of the report will populate on the patient portal.

### What if my patient needs a refund, buys the wrong exam, or has another issue?

Fair Market Health has a customer service team that will work directly with your patient. Fair Market Health can be contacted by phone or through chat on the website. Most issues can be handled directly with Fair Market Health.

## The Fair Market Health Process Flow



### The Patient Perspective

Patient navigates to [www.fairmarkethealth.com](http://www.fairmarkethealth.com) **01**

Patient searches for service **02**

Patient selects service, puts in cart, checks out **03**



### The Provider Perspective

**04** Provider receives order notification

Provider contacts patient to schedule service **05** Scheduler contacts patient to schedule

Patient receives service **06** Provider performs service

**07** Provider marks service "complete"

**08** Provider paid within 48 hrs (no billing or collections required)

For questions about Fair Market Health, please contact Branden Hill at [bhill4@mhc.net](mailto:bhill4@mhc.net) or [support@fairmarkethealth.com](mailto:support@fairmarkethealth.com).