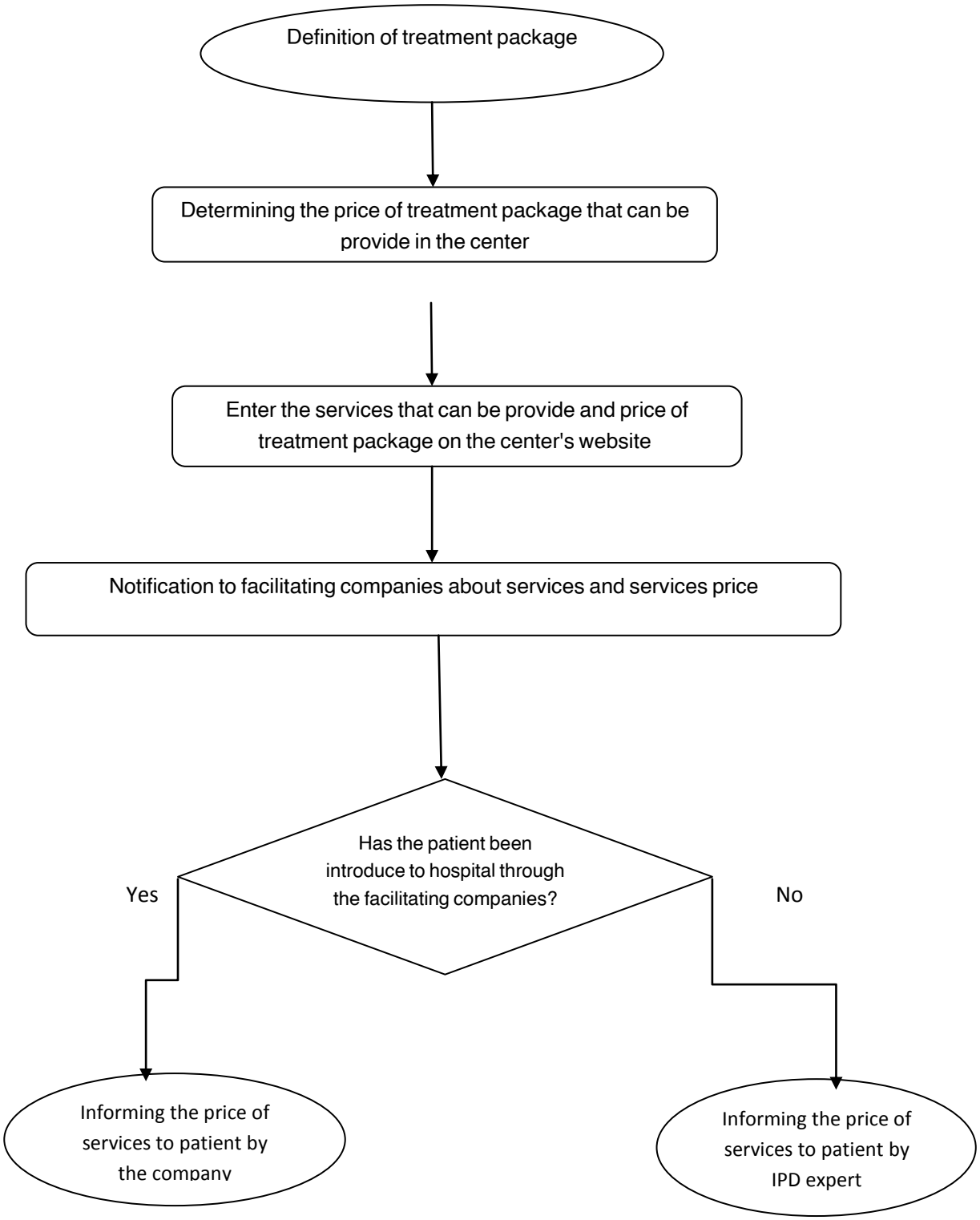The process of clarifying the cost of medical servicess