COMPASSIONATE CARE COUNSELING

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# RIGHT TO RECEIVE A GOOD FAITH ESTIMATE

*Notice of Patient Protections Against Surprise Medical Bills*

**YOUR RIGHT TO COST TRANSPARENCY:** You have the right to receive a "Good Faith Estimate" explaining how much your medical care will cost. Under the law, health care providers need to give patients who don't have insurance or who are not using insurance an estimate of the bill for medical items and services.

TIMING REQUIREMENT

### 1 Business Day

Must be provided in writing at least 1 business day prior to your scheduled service or upon advance request.

COMPREHENSIVE SCOPE

### Total Cost

Includes expected out-of-pocket costs for routine care and related services associated with treatment.

DISPUTE THRESHOLD

### $400+ Over Bill

If your final billed charges exceed your estimate by $400 or more, you are legally entitled to dispute the bill.

## IMPORTANT DETAILS REGARDING YOUR PROTECTIONS

**1. Scope of Non-Emergency Services:** You have the right to receive a Good Faith Estimate for the total expected cost of any non-emergency items or services. This includes related costs such as out-of-pocket rates of routine appointments and the costs of additional requests or items associated with your ongoing behavioral health treatment.

**2. Written Delivery & Advance Inquiries:** Make sure your health care provider gives you a Good Faith Estimate in writing at least 1 business day before your medical service or item. You can also ask your health care provider, and any other provider you choose, for a Good Faith Estimate before you officially schedule an item or service.

**3. Disputing Unexpected Charges:** If you receive a bill that is at least $400 more than your Good Faith Estimate, you have the right to dispute the bill. Always make sure to save a physical copy or picture of your Good Faith Estimate for your personal financial and medical records.

**Questions or More Information:**
For more details regarding your legal rights or the federal dispute process, contact the No Surprises Help Desk.

**Website:**
**www.cms.gov/nosurprises**
**Phone: 1-800-985-3059**