

Good Faith Estimate Notice

Patient Rights Under the No Surprises Act

You have the right to receive a Good Faith Estimate (GFE) **before you schedule a service or at any time** explaining how much your medical care will cost. Under the law, healthcare providers must give patients **who don't have insurance or who are not using insurance** an estimate of the bill for medical items and services.

You have the right to receive a GFE for the total expected cost of any non-emergency items or services. This includes related costs like medical tests, prescription drugs, equipment, and hospital fees.

When You Will Receive a Good Faith Estimate

- Within 1 business day if your service is scheduled at least 3 business days in advance.
- Within 3 business days if your service is scheduled at least 10 business days in advance.
- Within 3 business days of a request if the service is not yet scheduled.

What the Good Faith Estimate Includes

The GFE will include:

- Expected charges for the primary item or service.
- Charges for any other items or services reasonably expected to be provided.
- Names of providers and facilities involved in your care.

Dispute Resolution Process

If you receive a bill that is at least \$400 more than your GFE, you can dispute the bill. You may contact the provider or facility to let them know the billed charges are higher than expected. You can also start a dispute resolution process with the U.S. Department of Health and Human Services (HHS).

Contact Information

Make sure to save a copy or picture of your GFE. For questions or more information about your right to a GFE, contact the Federal No Surprises Help Desk at 1-800-985-3059 or visit www.cms.gov/nosurprises