

## YOUR RIGHT TO RECEIVE A GOOD FAITH ESTIMATE NOTICE

For patients who are uninsured or choose not to use insurance

**You have the right to receive a “Good Faith Estimate”** that explains the expected cost of health care items and services before you receive care. This notice applies when you do not have insurance for the item or service, or when you have insurance but choose not to have Opsam Health bill your insurance.

### What this means for you

- You may ask for a Good Faith Estimate before you schedule, or you may receive a Good Faith Estimate of expected charges at least 3 business days in advance of scheduled non-emergency services.
- The estimate will include the expected charges for the main service and other items or services that are reasonably expected as part of your visit or course of care.
- The estimate is not a bill, and it is not a contract. You are not required to receive the listed services from Opsam Health or any provider listed on the estimate.
- If your expected care changes, Opsam Health will update the estimate when required by law.

### When you should receive the estimate

| Situation                                                 | When the written Good Faith Estimate is due             |
|-----------------------------------------------------------|---------------------------------------------------------|
| You schedule at least 3 business days before the service  | Not later than 1 business day after date of scheduling  |
| You schedule at least 10 business days before the service | Not later than 3 business days after date of scheduling |
| You ask for an estimate before scheduling                 | Not later than 3 business days after your request       |

### If your bill is much higher than your estimate

- If you receive a bill that is at least \$400 more than the Good Faith Estimate for a provider or facility, you may be able to dispute the bill through the federal Patient-Provider Dispute Resolution process.
- Keep a copy or picture of your Good Faith Estimate and your bill. You may need both if you choose to dispute a bill.
- Starting a dispute will not affect the quality of care you receive from Opsam Health.

### How to request a Good Faith Estimate

**Ask our front desk or scheduling team, or contact Opsam Health at 844-200-2426 before your visit.** Please tell us if you are uninsured, or if you have insurance but do not want us to bill your insurance for the service.

**Questions about your federal GFE rights:** Visit [www.cms.gov/nosurprises/consumers](http://www.cms.gov/nosurprises/consumers), email [FederalPPDRQuestions@cms.hhs.gov](mailto:FederalPPDRQuestions@cms.hhs.gov), or call 1-800-985-3059.

### Financial Assistance

Opsam Health offers a Sliding Fee Discount Program for eligible patients. Ask our staff if you would like to apply or update your information.