



## **You have the right to receive a “Good Faith Estimate” explaining how much your health 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 health care items and services.

- You have the right to receive a Good Faith Estimate for the total expected cost of any non-emergency items or services that are scheduled at least 3 days in advance. This includes costs of your visit with the provider and related costs like lab tests, prescription drugs, equipment, etc. that are associated with the visit.
- You can also ask your health care provider for a Good Faith Estimate before you schedule an item or service.
- You should receive a Good Faith Estimate in writing at least 1 business day before your qualifying medical service or item or within 3 business days of your request for an estimate of costs prior to scheduling an item or service.
- If you receive a bill that is at least \$400 more than your Good Faith Estimate, you can dispute the bill. To start the dispute process, contact CommWell Health Revenue Cycle Manager at 910-567-7065.
- Make sure to save a copy or picture of your Good Faith Estimate.

For questions or more information about your right to a Good Faith Estimate, call the CommWell Health Compliance Hotline at 910-567-7192 or visit [www.cms.gov/nosurprises](http://www.cms.gov/nosurprises).