

Good Faith Estimates

What is a Good Faith Estimate and who qualifies?

In accordance with the No Surprises Act, starting January 1, 2022, HopeSprings Counseling Services will provide Good Faith Estimates (GFEs) to you if you are uninsured (self-pay). The GFE will include an estimate of what you may be charged before services are provided.

The GFE shows the cost of services that are reasonably expected for your treatment needs. The estimate is not a contract and does not obligate you to obtain any services from HopeSprings Counseling Services.

When do you receive a Good Faith Estimate?

The GFE will be provided at least three business days before the date of your first service. When you request additional services and they are deemed appropriate and medically necessary, HopeSprings Counseling Services will provide the GFE no later than three business days after the date of the request.

HopeSprings Counseling Services will update the GFE every 6 months to ensure you maintain a current estimate of what you may be charged for services.

What if you don't agree with the amount you are charged?

You have the right to initiate a dispute resolution process of the actual amount charged to you if it exceeds \$400.00 or more beyond the estimated charges. You may contact HopeSprings Counseling Services to request that we update the bill to match the GFE, ask to negotiate the bill, or to determine if there is financial assistance available.

You may also start a dispute resolution process with the U.S. Department of Health and Human Services (HHS). If you choose this process, you must start the dispute process within 120 calendar days of the date on the original bill. There is a \$25 fee to use the dispute process. If the Department of HHS agrees with you, you will pay the amount on the GFE; however, if they disagree with you, you will pay the higher amount.

For questions or more information about your right to a GFE or the dispute resolution process, please visit <https://www.cms.gov/nosurprises/consumers> or call 1-800-985-3059.