

## Good Faith Estimate

You have the right to receive a "Good Faith Estimate" explaining how much your medical care will cost.

Under the law, healthcare providers need to give patients *who do not 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 "Good Faith Estimate" 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.
- Make sure your healthcare provider gives you a "Good Faith Estimate" in writing at least one business day before your medical service or item. You can also ask your healthcare provider, and any other provider you choose, for a "Good Faith Estimate" before you schedule 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.
- Make sure to save a copy or picture of your "Good Faith Estimate."

If you believe you have been wrongly billed, you may contact:

- The U.S. Centers for Medicare & Medicaid Services (CMS) at 1-800-MEDICARE (1-800-633-4227) or visit [cms.gov/nosurprises](https://cms.gov/nosurprises) for more information about your rights under federal law.
- The California Department of Managed Health Care at 1-888-466-2219 or visit <https://dmhc.ca.gov/portals/0/healthcareincalifornia/factsheets/fsab72.pdf> for more information about your rights under California law.
- The California Department of Insurance at 1-800-927-4357 or visit [www.insurance.ca.gov/01-consumers/110-health/60-resources/NoSupriseBills](http://www.insurance.ca.gov/01-consumers/110-health/60-resources/NoSupriseBills) for more information about your rights under California law.

If you do not know what kind of plan you have, you can call the California Department of Insurance Help Center at 1-800-927-4357.