

# NO SURPRISES CHECKLIST

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## **Documents that need to be posted to the hospital's website**

- Balance billing disclosure document (titled "Your Rights and Protections Against Surprise Medical Bills")
- Good faith estimate disclosure document (titled "You have the right to Receive a Good Faith Estimate explaining how much your medical care will cost")

## **Documents that need to be posted on signage in conspicuous locations at the facility (i.e., patient access, registration, check-out, and cashier areas)**

- Balance billing disclosure document (titled "Your Rights and Protections Against Surprise Medical Bills")
- Good faith estimate disclosure document (titled "You have the right to Receive a Good Faith Estimate explaining how much your medical care will cost"). Additionally, this document will need to be posted in areas where on-site scheduling or questions about the costs of services or items occurs.

## **All insured patients should receive the following regardless of if the hospital wishes to balance bill**

- Disclosure document (titled "Your Rights and Protections Against Surprise Medical Bills") needs to be provided to all insured patients on a one-page (double-sided) notice during the registration process.

## **If the hospital chooses to balance bill patients with out-of-network health plans for non-emergent services**

- Notice and consent document (titled "Surprise Billing Protection Form") should be provided to and signed by the patient.

## **If the hospital chooses not to balance bill patients for a non-emergent service for out-of-network health plans**

- Refer to "No Surprises Act – No Balance Billing" policy. This is an internal policy only and does not need to be posted on the hospital's website.

## **All uninsured or self-pay (i.e., patients that choose not to use their insurance)**

- If the service is scheduled greater than 3 days before the item or service is scheduled to be furnished, then the document titled "Good faith estimate for health care items and services" should be provided to the patient.

*If the service is less than 3 days before the item or service is scheduled to be furnished, then the estimate is not required to be provided, unless requested by the patient or their representative.*