



New Horizons will provide a Good Faith Estimate for Health Care Services to the uninsured or self-pay individuals.

This Good Faith Estimate will give our uninsured or self-pay patients an estimate of what their services may cost them.

- ❖ When an uninsured or self-pay patient is scheduled or when we receive a request from an uninsured or self-pay patient, we will provide them with a Good Faith Estimate.
- ❖ This Good Faith Estimate must be provided to the uninsured or self-pay patient in written form either on paper or electronically pursuant to the uninsured or self-pay individual's requested method of delivery.
 - If the Good Faith Estimate is provided electronically it must be provided in a manner that the uninsured or self-pay patient can both save and print.
 - The Good Faith Estimate must be provided in written using clear and understandable language and in a manner calculated to be understood by the average uninsured or self-pay individual.
 - If the patient requests the Good Faith Estimate information be provided in a format that is not paper or electronic delivery, like orally over the phone or in person, the provider may provide the Good Faith Estimate information orally but must follow-up with a written paper or electronic copy in order to meet regulatory requirements.
 - For uninsured or self-pay individuals without internet access, a paper copy of the Good Faith Estimate can be provided in person or mailed to an address specified by the uninsured or self-pay individual.
 - For uninsured or self-pay individuals without internet access, the Good Faith can be provided electronically or in person.
- ❖ The Good Faith Estimate must reflect the expected charges, including any expected discounts or other relevant adjustments that the provider or facility expects to apply to an uninsured or self-pay individual's actual billed charges.
- ❖ A Good Faith Estimate is required even if the uninsured or self-pay individual has no estimated financial responsibility because the actual billed charges for the services are not guaranteed to be \$0 and a Good Faith Estimate is required to initiate the patient provider dispute resolution process if actual billed charges are at least \$400.00 greater than the estimate.