



## **Patient Rights under the Federal No-Surprises Act of 2022**

### **Balance Billing Protections**

#### **You have the right to receive a Good Faith Estimate explaining how much your health care will cost**

Under the new law, Ketchum Health is required to give **patients who don't have certain types of health care coverage or who are not using certain types of health care coverage** an estimate of their bill for health care items and services before those items or services are provided.

- You have the right to receive a Good Faith Estimate for the total expected cost of any health care items or services upon request or when scheduling such items or services. This includes related costs like medical evaluations and tests, equipment, and provider fees.
- If you schedule a health care item or service at least three business days in advance, you have the right to ask your health care provider at Ketchum Health to give you a Good Faith Estimate in writing within one business day after scheduling. If you schedule a health care item or service at least 10 business days in advance, you have the right to receive a Good Faith Estimate in writing within three business days after scheduling.
- You have the right to ask Ketchum Health for a Good Faith Estimate before you schedule an item or service at any time, if scheduling at a different timeframe than above. If you do, you have the right to receive the good faith estimate before the appointment for you to make an informed decision on your care.
- If you receive a bill that is of around \$400 more for services at Ketchum Health than the original Good Faith Estimate given, you can dispute the bill. You can contact Ketchum Health Claims Department at 714.449.7415 for more information on how to dispute your bill.
- Make sure to save a copy or picture of your Good Faith Estimate and the bill.