

St. John's Surgery Center

No Surprises Act Job Aid

Disclosure Notice-Patient Rights & Protection Against Surprise Billing

Effective Date: January 1, 2022

What to Know:

This law specifically protects patients against receiving a bill for services/items due to the facility/provider being out-of-network. Patients have the right to choose who/where, when it comes to their care based on the health plan being used. Visibility of this law will be by way of posters, handouts, and on facility/provider websites. Patient advisement of this law and their rights under it is required.

Facility immediate actions:

Print and post in the facility a copy of the Patient Rights & Protection Against Surprise Billing per the requirements below.

Public Disclosure Requirements:

To ensure the public is aware of their rights under this law the notice must be publicly available, and posted on the facility website. The following areas satisfy the public and website disclosure requirements:

1. Patient registration
2. Scheduling department
3. Patient Check-in
4. Cashier

Provider /facility website homepage will include the disclosure notice or a link to access it

Who should get this notice:

Anyone receiving items/service from provider/facility and who are participants, beneficiaries, or enrollees of an out-of-network:

1. group health plan
2. group or individual health coverage offered by a health insurance issuer

3. covered individuals in a health benefits plan under the Federal Employees Benefits Program.

Delivery of the notice:

1. Notice **MUST** be in-person, by mail, or via email, as selected by the individual
2. Notice must be limited to one page
3. Patient is to be informed prior to making any payments (this includes co-payments & coinsurance request at the time of visit to provider/facility)
4. If no payment is requested at the time of visit, notice must be provided to patient at time of visit, so they are aware before the submission of the claim for payment to the insurance company.

Terms:

Balance Billing: Out-of-network providers may be permitted to bill you for the difference between what your plan agreed to pay and the full amount charged for a service.

Out-of-Network: Providers and facilities that haven't signed a contract with your health plan.

Surprise Billing- An unexpected balance bill. This can happen when you can't control who is involved in your care-like when you have an emergency or when you schedule a visit at an in-network facility but are unexpectedly treated by an out-of-network provider.