



Good Faith Estimates

You have the right to receive a “Good Faith Estimate” explaining how much your care will cost at the Center for Human Development (CHD).

Under the federal No Surprises Act, we are required to provide clients who don't have insurance (or who are not using insurance) a cost 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.

- For appointments scheduled **three to nine business days before the appointment date**, CHD will mail or email the Good Faith Estimate within one business day after scheduling.
- For appointments scheduled **10 or more business days before the appointment date**, CHD will mail or email the Good Faith Estimate within three business days after scheduling.

You will receive a new Good Faith Estimate if:

- There are changes to services that significantly affect the cost of care or there are changes to CHD's rate schedule.
- Your treatment continues past the timeframe of the initial Good Faith Estimate. The maximum timeframe for a Good Faith Estimate is one year.

If you are billed for \$400 more than the Good Faith Estimate, you have the right to dispute the bill. You may contact CHD to let us know that the billed charges are higher than the Good Faith Estimate. You can ask to update the bill to match the Good Faith Estimate, ask to negotiate the bill, or ask if there is financial assistance available. You may also start a dispute resolution process with the U.S.

Department of Health and Human Services by visiting www.cms.gov/nosurprises or calling 800-985-3059.

Questions?

For questions about Good Faith Estimates, please call CHD Billing Staff at 541-962-8891. Keep a copy of your Good Faith Estimate in a safe place.