



Good Faith Estimate

You have the right to receive a “Good Faith Estimate” explaining how much your medical care will cost.

Under the law, upon request, health care providers need to give patients who do not have health insurance or who are not using insurance an estimate of the bill for medical items or services.

- You have the right to receive a Good Faith Estimate for the total expected cost of any non-emergency items or services. This includes related costs like medical tests, prescription drugs, equipment, and hospital fees.
- Make sure your health care provider gives you a Good Faith Estimate in writing at least one business day before your medical service is scheduled. You can also ask your health care provider, and any other provider you choose, for a Good Faith Estimate before you schedule an item or service.
- Make sure to save a copy of your written Good Faith estimate.
- PPDR Process – The No Surprises Act allows uninsured patients to initiate the PPDR process in instances where billed charges exceed the Good Faith Estimate by more than \$399.99. The phone number for patient balance billing complaints is 800-985-3059.

For questions or more information about your right to a Good Faith estimate, visit www.cms.gov/nosurprises. Patients should call Troy Regional Medical Center’s Patient Accounts Representative at 334-670-5541 to receive their Good Faith Estimate for future medical services or items.