

Notice to Patients - Your Rights and Protections

Against Surprise Medical Bills

Overview:

Certain federal and state laws provide patients protections against “Surprise Medical Bills” and “Balance Billing.”

If you have insurance and you receive emergency care from a hospital, physician or other clinical provider who is not in your health plan’s network, you have protections against bills in excess of the in-network rate.

If you have insurance and receive in-network care at Huntington Ambulatory Surgery Center (HASC), but some part of the care is from a physician or other provider who is not in your network, you will likely have additional protections depending on your health plan.

We want you to feel comfortable asking your physician about whether she/he is in or out of network and any anticipated out-of-pocket costs.

What is the concern over “surprise billing” or “balance billing”?

There are a variety of situations where a patient will receive a bill that is not expected or understandable. Federal and California laws have been enacted to help protect patients from receiving care from providers they did not choose. The provider may not be in the patient’s network and thus whose services are not billed at the health plan’s in-network rate.

When HASC is In-Network but a physician or other provider is not:

HASC contracts with many health plans. When we are contracted, you still may be seen by a physician or other licensed clinician who does not have a contract with your health plan. In these cases, the most those providers may bill you is your plan's in-network cost-sharing amount. These providers can't balance bill you unless you give written consent to be billed at a higher out-of-network rate. The consent forms should clearly explain that consenting means you don't give up your protections. You should not feel pressured to enter into these consents. You should feel free to ask that provider questions about your expected out-of-pocket costs and to request from your insurance a referral to a provider who is in-network.

If you want to confirm whether HASC is an in-network provider under your health plan, please contact: HASC at 626-229-8999.

You are never required to give up your protections from balance billing. You are not required to get out-of-network care, other than when you are taken to an emergency room. You can generally choose a provider or facility in your plan's network.

If you believe you've been wrongly billed or want additional information, you may contact any of the following:

- The provider who sent you the bill.
- For bills from HASC, contact numbers will be on your bill.
- Your health plan.
- The federal CMS agency overseeing this has this informational <https://www.cms.gov/nosurprises/consumers>
- CMS also offers the following hotline for complaints: 1-800-985-3059

Copies: If you would like an electronic or paper copy of this Notice, please contact HASC at 626-229-8999.