

Understanding Your Rights Under the No Surprise Act

At the Oral Surgery Institute of the Carolinas, we would like to make you aware of your rights as a Consumer. Under the No Surprise Act, Consumers are protected from unexpected medical bills. As noted in the No Surprise Act, implemented January 1, 2022, all Medical and Dental Consumers, have a right to a Good Faith Estimate. Our office will provide you with a copy of your treatment plan that serves as a Good Faith Estimate.

A Good Faith Estimate (treatment plan) is provided to a Consumer to inform of the out-of-pocket costs for treatment that is to be rendered. As a patient, at the time of your examination, the treatment plan is created. The purpose of the treatment plan is to provide you with an understanding of what the treatment will cost you.

All estimated patient cost is due at the time service is rendered. If the responsibility of the treatment plan cost is shared between both insurance and the patient, please understand that all costs are estimates only. If you have any questions regarding insurance coverage and whether your insurance is in-network or out-of-network with your provider, please contact your insurance company. If you have further questions, please contact (336)275-6600.

The Good Faith Estimate must be provided to the patient or the patient's legal guardian at least 72 hours prior to the date the services are to be rendered. If treatment is to be rendered in less than 72 hours, then the Good Faith Estimate must be provided to the patient on the day the appointment is scheduled. If you do not understand the treatment plan estimate or have not received a copy of the treatment plan, please contact (336)275-6600.

Please note that due to unforeseen circumstances, an unanticipated yet necessary change in your treatment plan may be required on the day of your surgery. Unexpected changes to your treatment and associated costs are not required to be included in your Good Faith Estimate. That said, you may be responsible for the additional associated charge(s). If you have any questions regarding the charges of your treatment, please contact our office at (336)275-6600.

For further understanding of your rights, you can call our office with any questions or you can search online at <https://www.cms.gov/newsroom/fact-sheets/no-surprises-understand-your-rights-against-surprise-medical-bills> If you have any concerns and feel the need to escalate your complaint regarding NSA Compliance, please note that you have the right to submit your complaint by calling 1-800-985-3059 or you can submit your complaint online at <https://www.cms.gov/nosurprises/consumers>

