

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

Under the law, health care providers need to give **patients who don’t have insurance or who are not using insurance** an 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. 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 1 business day before your medical service or item. 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 or picture of your Good Faith Estimate.
- If you did not receive a Good Faith Estimate before your medical service or item, you can contact our Financial Counseling teams:
 - For Stanford Health Care, call 650-498-2900 Option 2, 5.
 - For Stanford Health Care -ValleyCare, call 925-534-6692.
 - For University Healthcare Alliance clinics, call 925-263-5500 and ask for Financial Counseling.
- If you receive a bill that is at least \$400 more than your Good Faith Estimate, you can dispute the bill. Contact our Customer Service Billing department at 800-549-3720 to discuss the bill and estimate.
- CMS offers tools and information regarding the dispute process. To learn more and get a form to start the process, go to <https://www.cms.gov/nosurprises/consumers/medical-bill-disagreements-if-you-are-uninsured> or call 800-985-3059.
- Please use the following contact information on the dispute form:

SMO_NSA_PPDR@stanfordhealthcare.org

Stanford Health Care
P.O. Box 740715,
Los Angeles, CA 90074-0715 800-549-3720