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:
  o For Stanford Health Care, call 650-498-2900 Option 2, 5.
  o For Stanford Health Care -ValleyCare, call 925-534-6692.
  o 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

For questions or more information about your right to a Good Faith Estimate, visit www.cms.gov/nosurprises or call 877-267-2323.