

You have the right to receive a Good Faith Estimate

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 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.
- You can always contact us if you have a question regarding your bill. Additionally, if you receive a bill that is at least \$400 more than your Good Faith Estimate, you can dispute the bill with CMS. If you choose to use the CMS independent dispute resolution process, you must start the dispute process within 120 calendar days (about 4 months) of the date on the original bill.
- Make sure to save a copy or picture of your Good Faith Estimate.

At Hudson Headwaters Health Network, we believe that no one should delay seeking needed medical care because they lack insurance or have high medical costs. That's why we offer discounts and payment plans to eligible patients.

We offer a Sliding Fee Program that discounts your costs for medical and dental care at our health centers (including primary and specialty care, many dental services, prescriptions and X-rays). You may be eligible for the program even if you have insurance. Please visit <https://www.hhhn.org/resource-hub/financial-services/> or contact our Sliding Fee Program staff by phone at 518-824-8640, or by email at SFPRxAssist@hhhn.org.

If you have questions about Hudson Headwaters billing and fees, or if you would like to discuss setting up a budget or payment plan, please call 518-623-2094 Monday – Friday between 8:00 a.m. and 4:30 p.m. For dental billing questions, please call 518-623-3918.

If you have questions about your rights, or the independent dispute resolution process, please visit <https://www.cms.gov/medical-bill-rights> or call 1-800-985-3059 for more information.



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