



Good Faith Estimates

Know Your Costs Before You Receive Care

A Good Faith Estimate is a specific type of estimate required under the No Surprises Act. It must be provided to patients who don't have certain types of health care coverage (uninsured patients) or who choose not to use certain types of health care coverage (self-pay patients). Good Faith Estimates include the expected charges for health care services, including medical procedures, tests and imaging services, hospital or facility charges, and professional services related to your care. The estimate helps you understand and plan for health care expenses before treatment.

Who Can Request a Good Faith Estimate?

Penn State Health is required to give uninsured and self-pay patients an estimate of their bill for health care items or services before those items or services are provided. Uninsured and self-pay patients may also request a Good Faith Estimate at any time before scheduling an item or service.

When Will I Receive My Estimate?

In most cases, Penn State Health will provide a Good Faith Estimate to you within one to three business days when you schedule health care services at least three business days in advance or when you contact us and request an estimate before receiving care.

Important Things to Know

A Good Faith Estimate helps you understand expected costs, is based on services reasonably expected to be provided, is not a bill and may not include unexpected services that become necessary during treatment.

Your Rights Under Federal Law

Under the No Surprises Act, uninsured patients and patients choosing not to use insurance have the right to receive a Good Faith Estimate. If you receive a bill that is at least \$400 more than the Good Faith Estimate provided by that provider, you may have the right to dispute the charges.

Request a Good Faith Estimate

If you would like a Good Faith Estimate for services at Penn State Health, please contact **Penn State Health Financial Navigation** at **888-835-5850**.

More information

If you have questions about your right to receive a Good Faith Estimate or the federal patient-provider dispute resolution process, please visit www.cms.gov/medical-bill-rights, email FederalPPDRQuestions@cms.hhs.gov or call 800-985-3059.