

Your Rights and Protections Against Surprise Medical Bills

When you get emergency care or are treated by an out-of-network provider at an in-network hospital or ambulatory surgical center, you are protected from surprise billing or balance billing.

What is “balance billing” (sometimes called “surprise billing”)?

When you see a doctor or other health care provider, you may owe certain out-of-pocket costs, like a copayment, coinsurance, or deductible. You may have other additional costs or have to pay the entire bill if you see a provider or visit a health care facility that isn’t in your health plan’s network.

“Out-of-network” means providers and facilities that haven’t signed a contract with your health plan to provide services. Out-of-network providers may be allowed to bill you for the difference between what your plan pays and the full amount charged for a service. This is called “**balance billing**.” This amount is likely more than in-network costs for the same service and might not count toward your plan’s deductible or annual out-of-pocket limit.

“**Surprise billing**” is an unexpected balance bill. This can happen when you can’t control who is involved in your care—like when you have an emergency or when you schedule a visit at an in-network facility but are unexpectedly treated by an out-of-network provider. Surprise medical bills could cost thousands of dollars depending on the procedure or service.

You’re protected from balance billing for:

Emergency services

If you have an emergency medical condition and get emergency services from an out-of-network provider or facility, the most they can bill you is your plan’s in-network cost-sharing amount (such as copayments, coinsurance, and deductibles). You **can’t** be balance billed for these emergency services. This includes services you may get after you’re in stable condition, unless you give written consent and give up your protections not to be balance billed for these post-stabilization services.

If you are a Florida resident, Florida law also protects you by requiring a healthcare maintenance organization (“HMO”) or preferred provider organization (“PPO”) to reimburse the payment of fees to an out-of-network provider for covered emergency services, including air ambulance services, in accordance with the coverage terms of your health insurance policy. You will not be liable for payment of fees to an out-of-network provider, other than applicable copayment, coinsurance, and/or deductible payments. Furthermore, an out-of-network provider cannot bill you for any amount beyond in-network level of cost sharing for the covered emergency services.

Certain services at an in-network hospital or ambulatory surgical center

When you get services from an in-network hospital or ambulatory surgical center, certain providers there may be out-of-network. In these cases, the most those providers can bill you is your plan’s in-network cost-sharing amount. This applies to emergency medicine, anesthesia, pathology, radiology, laboratory, neonatology, assistant surgeon, hospitalist, or intensivist services. These providers **can’t** balance bill you and **may not** ask you to give up your protections not to be balance billed.

If you get other types of services at these in-network facilities, out-of-network providers **can't** balance bill you, unless you give written consent and give up your protections.

You're never required to give up your protections from balance billing. You also aren't required to get out-of-network care. You can choose a provider or facility in your plan's network.

If you are a Florida resident, Florida law also protects you by requiring a HMO or PPO to reimburse the payment of fees to an out-of-network provider for covered nonemergency services, including air ambulance services, in accordance with the coverage terms of your health insurance policy. The covered nonemergency services provided must be provided in a facility that has a contract for the nonemergency services with your insurer. You will not be liable for payment of fees to an out-of-network provider other than applicable copayment, coinsurance, and/or deductible payments in the event that such a contract is in place between the facility and your insurer. Furthermore, an out-of-network provider cannot bill you for any amount beyond in-network level of cost sharing for the covered nonemergency services.

When balance billing isn't allowed, you also have these protections:

- You're only responsible for paying your share of the cost (like the copayments, coinsurance, and deductible that you would pay if the provider or facility was in-network). Your health plan will pay any additional costs to out-of-network providers and facilities directly.
- Generally, your health plan must:
 - Cover emergency services without requiring you to get approval for services in advance (also known as "prior authorization").
 - Cover emergency services by out-of-network providers.
 - Base what you owe the provider or facility (cost-sharing) on what it would pay an in-network provider or facility and show that amount in your explanation of benefits.
 - Count any amount you pay for emergency services or out-of-network services toward your in-network deductible and out-of-pocket limit.

If you think you've been wrongly billed, contact CMS and/or the Division of Consumer Services of the Florida Department of Financial Services. The federal phone number for information and complaints is: 1-800-985-3059. The state phone numbers for information and complaints are: 850-413-3089 or 1-877-693-5236.

Visit www.cms.gov/nosurprises/consumers for more information about your rights under federal law and www.myfloridacfo.com/Division/Consumers/understandingCoverage/HealthInsuranceandHMOOverview.htm for more information about your rights under Florida law.