

Surgery Center of Southern Oregon, LLC

No Surprises Act Patient Notice

Your Rights and Protections Against Surprise Medical Bills

Part I

- Under the federally mandated No Surprises Act and Oregon law, when you receive emergency care or are treated by an out-of-network provider at an in-network hospital or ambulatory surgery center, you are protected from surprise billing (also called balance billing).
- When you receive services from an in-network hospital or ambulatory surgery center, certain providers may be out-of-network. In these cases, the most these providers may bill you is your health plan's in-network cost-sharing amount. This applies to emergency medicine, anesthesia, pathology, radiology, laboratory, neonatology, assistant surgeon, hospitalist, and intensivist services. These providers cannot balance bill you and cannot not ask you to sign a consent and give up your protections.
- Other out-of-network providers operating at an in-network health care facility who provide non-emergency services to insured patients cannot bill you an amount greater than your health plan's in-network cost-sharing amount, *unless* the provider has obtained written consent from you. Consent is voluntary-you are never required to consent and give up your protections, and you are not required to receive care out of network.
- Oregon law protections *do not* apply to non-emergency services when you *choose* to receive services from an out of network provider.
- When balance billing isn't allowed, you are only responsible for paying your share of the costs that you would pay if the provider or facility was in-network. Your health plan will pay out of network providers/facilities directly. Your health plan generally must:
 - Cover emergency services without requiring you to get a prior authorization for emergency services by out of network providers.
 - Base what you owe the provider/facility (cost-sharing) on what it would pay an in-network provider/facility and show that amount in your explanation of benefits (EOB).
 - Count any amount you pay for emergency services toward your deductible and out-of-pocket limit.

If you believe you've been wrongly billed, please visit: <https://www.cms.gov.nosurprises/consumers> or call 1-800-985-3059.

You may also contact the Oregon Division of Financial Regulation at 888-877-4894 or file a complaint by visiting: <https://dfr.oregon.gov/help/complaints-licenses/pages/file-complaint.aspx>