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## **Member's Right to a Good Faith Estimate**

### **Member Notice - Good Faith Estimate**

At any time, you may ask us for an estimate of your cost for non-emergency medical services, supplies, and devices provided through our program. We will give you an estimate within 5 business days of your request. The only exception is if the service is scheduled to be performed within 5 business days of your request.

### **How to get cost estimates**

- The cost estimates for specific services and products are outlined on our Provider Consult Letter. We will send it to you if you request an appointment with one of our network or virtual care providers.
- The cost estimates will also be outlined in our Referral/Consult Letter to Practice. We will send it to the network provider assigned to you.
- The network or virtual care provider will review the cost estimate with you during your consultation. That information will also be on the Recommendation Form, which you will sign before it is sent to us.
- You can contact our Customer Care Team at 1-855-523-9355 or our Virtual Care Team at 1-866-456-0379 any time to request a quote.