



MASSAGE DOCTOR PLLC
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**"NO SURPRISES
ACT" NOTICE
FOR CLIENTS**

Notice regarding the "No Surprises Act"

January 1, 2022

You may have heard about the federal No Surprises Act which gives you the right to receive a "Good Faith Estimate" explaining how much your medical care will cost. This applies to scenarios where surprise out-of-network bills arise for receiving emergency care or elective procedures, or being transported by an air ambulance, or non-network providers at in-network facilities. **This typically will not be relevant to outpatient, private-practice care providers, such as Massage Doctor**, but is more relevant for group practice, hospital, clinic, or other institutional settings.

Under the law, effective January 1, 2022, clients/patients **who don't have insurance or who are not using insurance** have the right to request and 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.

If requested, this office will provide a Good Faith Estimate of expected charges that is available in a written document that is clear and understandable; is orally provided when the service is scheduled or when the patient asks about costs; and is available in accessible formats and languages if needed.

Make sure to save a copy or picture of your Good Faith Estimate. If you receive a bill that is at least \$400.00 more than your Good Faith Estimate, you can dispute the bill.

If you dispute the bill using the Independent Dispute Resolution (IDR) process, each party pays a \$50.00 administrative fee, and the losing party must pay the arbitration fee (IDR fees can range from \$200.00 to \$500.00 or more for a single case).

For questions or more information about your right to a Good Faith Estimate or the dispute process, visit <https://www.cms.gov/nosurprises/consumers> or call 1-800-985-3059.

Disclaimers under the No Surprises Act

- There may be additional items or services recommended as part of the treatment that will be scheduled separately and are not reflected in the Good Faith Estimate;
- The information provided in the Good Faith Estimate is only an estimate – actual items, services, or charges may differ from the Good Faith Estimate; and
- The Good Faith Estimate does not require the client/patient to obtain any services from this provider.

Any Good Faith Estimate provided must be included in the client/patient's medical record, including the date and method of delivery. It should be secured and retained in accordance with standards for other medical records. A copy must be made available upon request for at least six years after it was initially provided.

This notice is being provided to all clients (new and returning) via email. Printed copies will be available at onsite appointments and a copy will be posted on the Massage Doctor website, at www.massagedoctor.com.