

Good Faith Estimate / No Surprises Act Notice

Soulful Relationship Therapy

Notice of Right to Receive a Good Faith Estimate

Under the No Surprises Act, individuals who are uninsured, self-pay, or not using insurance for health care services have the right to receive a Good Faith Estimate explaining the expected cost of services.

This notice applies to clients of Soulful Relationship Therapy who are uninsured, self-pay, or choosing not to use insurance for services.

A Good Faith Estimate is intended to help you understand the expected cost of services before receiving care. It is not a guarantee of the number of sessions you will attend, the total cost of treatment, or the outcome of treatment.

1. When You May Receive a Good Faith Estimate

You have the right to receive a Good Faith Estimate if:

- you do not have health insurance;
- you have health insurance but are choosing not to use it for services;
- you are private-pay or self-pay;
- you are out-of-network and not using insurance benefits for services;
- you request a Good Faith Estimate.

When applicable, Soulful Relationship Therapy will provide a Good Faith Estimate before your first paid therapy session or upon request.

Soulful Relationship Therapy offers a no-cost consultation before beginning therapy. The no-cost consultation does not create a charge. If you decide to begin paid therapy services, a Good Faith Estimate will be provided when applicable before the first paid therapy session.

2. What a Good Faith Estimate Includes

A Good Faith Estimate may include expected charges for psychotherapy services based on the information known at the time the estimate is prepared.

For Soulful Relationship Therapy, this may include information such as:

- the type of service expected;
- the standard session fee;
- the expected frequency of sessions, when known;
- the estimated cost over a period of time;
- other expected charges that may apply, such as extended session time or other agreed-upon professional services.

Because therapy needs vary from person to person, the Good Faith Estimate is not a promise that you will attend a specific number of sessions or that treatment will last for a specific length of time.

3. Therapy Needs May Change

The number, length, frequency, and total cost of therapy may change based on your needs, goals, preferences, availability, clinical circumstances, and treatment planning.

You and Raushanah Jackson, PhD, LMFT, will discuss treatment needs and frequency as therapy progresses.

If the expected services, frequency, duration, fees, or other expected charges change significantly, Soulful Relationship Therapy may provide an updated Good Faith Estimate when applicable.

4. Your Right to Ask Questions

You may ask questions about fees, expected costs, billing, Good Faith Estimates, or payment policies at any time.

You may also request a Good Faith Estimate before scheduling services or during treatment if you are uninsured, self-pay, or not using insurance for services.

5. Your Right to Dispute Certain Bills

If you receive a bill that is substantially higher than your Good Faith Estimate, you may have the right to dispute the bill through the federal patient-provider dispute resolution process.

Under federal guidance, a bill may be eligible for dispute if the billed charges are at least \$400 more than the expected charges listed in the Good Faith Estimate for the provider or facility.

You generally must start the dispute process within 120 calendar days of receiving the bill.

The dispute process is handled through the federal No Surprises Act process, not through Soulful Relationship Therapy.

You are encouraged to keep a copy of your Good Faith Estimate and any bills you receive.

6. No Retaliation

Soulful Relationship Therapy will not retaliate against you for requesting a Good Faith Estimate, asking questions about your bill, or using a federal dispute process.

7. Questions or More Information

If you have questions about your Good Faith Estimate or expected costs for services at Soulful Relationship Therapy, please contact:

Raushanah Jackson, PhD, LMFT

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For more information about your rights under the No Surprises Act or the federal dispute process, you may contact the No Surprises Help Desk.

No Surprises Help Desk: 1-800-985-3059