



GOOD FAITH ESTIMATE NOTICE

Your Right to Receive a Good Faith Estimate

Under federal law, including the No Surprises Act, if you do not have health insurance or are not using health insurance to pay for your care, you have the right to receive a **Good Faith Estimate** explaining how much your health care is expected to cost.

A Good Faith Estimate provides an estimate of the expected charges for non-emergency health care services. This includes psychotherapy and counseling services provided by Journey Counseling Center.

The Good Faith Estimate is **not a bill** and does not require you to receive services from Journey Counseling Center.

Who Is Eligible for a Good Faith Estimate?

You may be eligible to receive a Good Faith Estimate if:

- You do not have health insurance; or
- You have health insurance but are not using your insurance to pay for the services you are receiving.

If you are using health insurance to pay for your services, your health plan may provide information regarding your expected financial responsibility, including applicable deductibles, copayments, or coinsurance.

What Will the Good Faith Estimate Include?

Your individualized Good Faith Estimate will include the expected charges for services reasonably anticipated at the time the estimate is prepared.

For ongoing psychotherapy or counseling, the estimate may be based on the anticipated frequency of services and the expected cost of those services over a specified period of time.

The Good Faith Estimate is based on information known at the time it is created. Your treatment needs, frequency of services, or other circumstances may change. As a result, the actual services you receive and the amount you are ultimately charged may differ from the original estimate.

The estimate does not include services that are not provided, ordered, or billed by Journey Counseling Center.

When Will I Receive a Good Faith Estimate?

- If services are scheduled **between 3 and 9 business days in advance**, your Good Faith Estimate will be provided **within 1 business day after scheduling**.
- If services are scheduled **10 or more business days in advance**, your Good Faith Estimate will be provided **within 3 business days after scheduling**.
- If you request a Good Faith Estimate before scheduling services, it will be provided **within 3 business days after the request**.

If services are scheduled fewer than 3 business days in advance, federal law does not require a Good Faith Estimate based on the scheduling of those services. You may still request a Good Faith Estimate.

Ongoing Psychotherapy Services

Psychotherapy often involves ongoing care rather than a single service. A Good Faith Estimate may therefore include anticipated recurring services for a specified period of care.

For recurring services, the Good Faith Estimate will identify the anticipated timeframe, frequency, and number of services included in the estimate. A Good Faith Estimate for recurring services will not cover a period longer than **12 months**. If services are expected to continue beyond that period, a new Good Faith Estimate will be provided as required.

The estimate is based on the information reasonably available when it is prepared. The frequency or duration of treatment may change based on your individual needs and clinical circumstances.

If Your Bill Is Higher Than the Estimate

If you receive a bill from Journey Counseling Center that is **at least \$400 more than the expected charges listed in your Good Faith Estimate**, you may be eligible to dispute the bill through the federal **Patient-Provider Dispute Resolution process**.

The dispute generally must be initiated within **120 calendar days of receiving the initial bill**.

An independent third party will review the Good Faith Estimate, the bill, and other information submitted as part of the dispute process to determine the appropriate amount you should pay.

You should keep a copy of your Good Faith Estimate so you can compare it with any bills you receive.

Questions About Your Good Faith Estimate

If you have questions about your Good Faith Estimate or believe the amount you were billed is incorrect, you may contact Journey Counseling Center.

Journey Counseling Center

4771 2 Mile Road, Suite A

Bay City, MI 48706

Phone: (989) 778-2323

Email: info@journeycounseling.center

You may also obtain information about your rights under the No Surprises Act from the Centers for Medicare & Medicaid Services (CMS):

CMS No Surprises Act:

<https://www.cms.gov/nosurprises>

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

Additional information about your medical billing rights is available at:

CMS Medical Bill Rights:

<https://www.cms.gov/medical-bill-rights>

Important Notice

This document explains your right to receive a Good Faith Estimate under federal law. It is provided for general informational purposes and **is not your individualized Good Faith Estimate**.

If you are eligible for a Good Faith Estimate, Journey Counseling Center will provide you with an individualized, written estimate of the expected charges for your services as required by federal law.

Keep your individualized Good Faith Estimate in a safe place. You may need it if you wish to dispute a future bill.