

GOOD FAITH ESTIMATE POLICY

Tang Traditional Acupuncture & Chinese Medicine LLC

DBA: Tang Acupuncture

Purpose

The purpose of this policy is to establish procedures for complying with the federal Good Faith Estimate (GFE) requirements under the No Surprises Act (45 CFR Part 149) for uninsured patients and patients who choose not to use their health insurance benefits.

The Practice will provide Good Faith Estimates to eligible patients in accordance with applicable federal law and maintain documentation of such estimates in the patient's medical record.

Policy

Tang Traditional Acupuncture & Chinese Medicine LLC is committed to providing transparent pricing and helping patients understand the anticipated costs of their healthcare services before treatment whenever required by applicable law.

Eligible patients shall receive a Good Faith Estimate of expected charges for scheduled healthcare services based upon information reasonably available at the time the estimate is prepared.

The Good Faith Estimate is intended to assist patients in making informed financial decisions regarding their care. It is not a contract, guarantee of payment, or guarantee that the final charges will exactly match the estimate.

Eligible Patients

A Good Faith Estimate shall be provided to:

- Patients who do not have health insurance (uninsured patients).
- Patients who have health insurance but elect not to submit claims to their health plan for scheduled services (self-pay patients).
- Other patients as required by applicable federal law.

Patients whose services will be billed to a health insurance plan, Medicare, Medicaid, TRICARE, or the Department of Veterans Affairs generally are not subject to the federal Good Faith Estimate requirements.

Timing of the Estimate

When required by law, the Practice will provide the Good Faith Estimate within the applicable federal timeframes based upon the scheduled appointment date.

If the scheduled services change significantly before treatment, the Practice may issue a revised Good Faith Estimate.

Preparation of the Estimate

The Good Faith Estimate may include:

- Initial evaluation or consultation fees
- Acupuncture treatment fees
- Manual therapy or adjunctive therapy when reasonably anticipated
- Supplies commonly associated with treatment
- Other reasonably expected charges known at the time the estimate is prepared

Estimates are based upon the clinical information available before treatment and may not include additional medically necessary services identified during evaluation or treatment.

Changes to Estimated Charges

Actual charges may differ from the Good Faith Estimate if:

- Additional conditions are identified during examination.
- Additional medically necessary services are recommended.
- The patient requests additional services.
- The treatment plan changes based upon clinical findings.
- Circumstances arise that could not reasonably have been anticipated when the estimate was prepared.

Whenever practical, patients will be informed of significant changes before additional services are provided.

Patient Questions and Dispute Rights

Patients are encouraged to ask questions regarding their Good Faith Estimate before receiving services.

Patients who receive a Good Faith Estimate may have rights under applicable federal law if the final billed charges substantially exceed the estimated charges. Information regarding applicable dispute resolution processes is available from the U.S. Department of Health and Human Services.

Documentation

Copies of all Good Faith Estimates, revisions, and related communications shall be retained within the patient's medical record or billing record in accordance with the Practice's record retention policies.

Documentation shall include the date the estimate was provided whenever practicable.

Staff Responsibilities

Practice staff responsible for scheduling, registration, and billing shall:

- Identify patients eligible for a Good Faith Estimate.
 - Provide estimates within applicable legal timeframes.
 - Answer general questions regarding the estimate.
 - Document delivery of the estimate when appropriate.
 - Refer legal or complex billing questions to the Practice Owner or designated billing representative.
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Record Retention

Good Faith Estimates and related documentation shall be retained in accordance with the Practice's Medical Record Retention Policy and all applicable federal and North Carolina record retention requirements.

Regulatory Reference

This policy is intended to comply with applicable provisions of the No Surprises Act and its implementing regulations, including 45 CFR Part 149, Subpart E, as amended.

Approved By: Zhengdong Tang, L.Ac.

Effective Date: 03/13/2026

Last Reviewed: 03/13/2026

Next Review: Annually