



Good Faith Estimate Process Implementation

1 Deliver updated new patient intake process

Include the “Disclosure of Patient Protecting Against Balance Billing Policy” along with the New Patient forms.

2 Determine if patients are self-pay or uninsured

- Patients with no insurance are considered self-pay. Patients opting out to use their insurance are considered uninsured.
- An insured patient who initially opts out to bill their insurance can decide to submit a claim later.

3 Decide who will create GFE for your patients

- Train your front desk staff who are answering phones and interacting with patients.
- Make sure they have GFE templates to make it easier for them to send to patients.
- It is important they understand the process and regulations regarding GFE to be able to explain to patients.

4 Deliver GFE within the deadlines

- Practices are required to let patients know their rights by displaying the policy and providing it as a form, mail, or email.



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5 Document GFE in the patient's financial record

- Document the patient's account so that you do not exceed the GFE by more than \$400.
- Consider creating a log as you are processing the GFE so you can better track when the GFE expires & who has a GFE that requires monitoring.
- Consider a classification system (Patient Identifier or Type) for your Self-pay patients in your software

6 Ensure billing staff understand GFE

- Billing staff must understand the GFE so they can track the patient balances and also ensure patients are not exceeding the documented estimation
- Create a review process for billers to review the statements against the GFE before the statements go out

7 Have appropriate notices available & posted

- Consider using a dynamic patient intake form that includes the notices and the patient's right to a GFE if they are a self-pay
- Post notices on your website about the patient's right to receive a GFE.
- Post notices and make them available at the reception area or front desk perhaps with your HIPAA documents.

8 Update GFE as needed

- You determine that the patient requires additional care based on a change in the primary diagnosis.
- Patient requests an updated GFE.