

No Surprise Act

Questions & Answers

1. Why am I entitled to an estimate?
 - a. As a healthcare organization, patients should have input on their care and now the government is helping to reinforce this by requiring healthcare facilities to provide a good faith estimate of costs prior to services allowing individuals to make an informed decision about the services that they receive.
2. Can I get the estimate right now?
 - a. Yes, we have an estimate line dedicated to providing estimates with and without insurance. You can contact the organization's business office to speak to someone or you can use [MyChart](#) to create your own estimate.
3. If I have questions, who do I ask?
 - a. You can contact the organizations business office to speak to a representative.
4. What if I do not want the estimate?
 - a. It is now a requirement that all healthcare facilities provide a good faith estimate.
5. Does this mean I cannot schedule my appointment today?
 - a. The estimate does not interfere with any scheduling or your appointment.
6. I am worried/anxiety/stressed about finances regarding the cost of the visit?
 - a. We encourage you to contact the organization's business office and ask to speak with a financial counselor to assist with any financial needs or questions.
7. How are the estimates calculated?
 - a. We calculate the average gross charges of ever patient who had this procedure within a certain time period to determine the most accurate estimate.
8. Will it be expensive?
 - a. Our prices are competitive amongst our geographical location and are neither the highest nor the lowest. We have customer service representatives who can visit with you more on this if you would like to know more about it once you receive your estimate.
9. Can I cancel my appointment?
 - a. We care about you and the care that you receive, just to reassure you, the estimate does not interfere with any scheduling or your ability to be seen by a provider. We encourage you to contact the organization's business office and ask to speak with a financial counselor if you have any concerns.
10. Do I have to pay now?
 - a. No. we are not asking for any payment upfront. This estimate is just to provide you with an estimate to help you make informed decisions about the service and you receive.

Organization Business Office Contacts:

Organization	Business Office Phone Number
Altru Health System	Estimate Questions: 701.780.5510 HERO Financial Counselor: 701.780.5060
Coal Country Community Health Center	701.873.7788
Cooperstown Medical Center	701.797.2221
First Care Health Center	701.284.7500
Langdon Prairie Health	701.256.6100
LifeCare Medical Center	218.463.4747
Heart of America	701.776.5455 extension 2392 or 2257
Nelson County Health	701.322.4328
North Valley Health Center	218.745.4211
Northwood Deaconess Health Center	Estimate Questions: 701.587.6060 Patient Advocate: 701.587.6491
Pembina County Memorial	Estimate Questions: 701.265.6307 Patient Advocate: 701.265.6332
Sakakawea Medical Center	701.748.2225
Spectra Health	701.757.2800
Towner County Medical Center	701.968.4411
Unity Medical Center	701.352.1620