



Your Rights and Protections against Surprise Medical Bills

What is “balance billing” (sometimes called “surprise billing”)?

When you see a doctor or see a provider or visit a health care facility (in or out of network) for a service that is covered by your health plan (including deductibles, coinsurance, and deductibles). You can't be balance billed for these emergency services.

Certain services at an in-network hospital or ambulatory surgical center

When you get services from an in-network hospital or ambulatory surgical center, certain providers there may be out-of-network. In these cases, the most those providers can bill you is your plan's in-network cost-sharing amount. This applies to emergency medicine, anesthesia, pathology, radiology, laboratory, neonatology, assistant surgeon, hospitalist, or intensivist services. These providers **can't** balance bill you and may **not** ask you to give up your protections not to be balance billed.

If you get other types of services at these in-network facilities, out-of-network providers **can't** balance bill you, unless you give written consent and give up your protections.

You're never required to give up your protections from balance billing. You also aren't required to get out-of-network care. You can choose a provider or facility in your plan's network.

In Illinois, if your insurance plan is regulated by the State of Illinois and you get services from out-of-network providers of anesthesiology, emergency services, neonatology, pathology, and radiology at an in-network facility, your out-of-pocket costs **can't** be more than they would have been if the