



# THE NO SURPRISES ACT AND ITS PROTECTIONS FOR PATIENTS

YOU, THE CLINICIAN, CAN HELP BY PASSING THIS INFORMATION ALONG

Patients with emergency medical needs, including heart attack, cardiac arrest and stroke, must be able to prioritize their health and not live in fear of receiving a surprise medical bill or a bill for care they thought would be covered by their insurance.

As of Jan. 1, 2022, thanks to the **NO SURPRISES ACT**, and after years of advocacy led by the American Heart Association, patients are protected from the most egregious forms of surprise medical bills, which can amount to thousands or even tens of thousands of dollars.

The law established several new requirements for health care professionals and providers of air ambulance services to protect patients from surprise medical bills. These include:

- Prohibiting surprise medical bills in certain circumstances.
- Requiring disclosure about billing protections.
- Requiring transparency on health care costs.
- Providing consumer protections on continuity of care.
- Establishing requirements about provider directories.

For more information, go to [cms.gov/nosurprises](https://cms.gov/nosurprises).

If your patient has received a surprise medical bill that qualifies for these protections, they can:

- File a complaint at: [cms.gov/nosurprises/consumers/complaints-about-medical-billing](https://cms.gov/nosurprises/consumers/complaints-about-medical-billing)
- Call the No Surprises Help Desk at 1-800-985-3059

A recent study projects that the  
**NO SURPRISES ACT**  
*could prevent*  
as many as  
**12 MILLION**  
**SURPRISE BILLS**  
in 2022 alone.

## Prior to the No Surprises Act:

More than  
**50%**  
OF ALL PATIENTS  
in the United States  
had received a **surprise medical bill** for treatment they expected to be covered by insurance.

On average,  
**18%**  
OF EMERGENCY VISITS  
resulted in at least  
**one out-of-network charge**.

**1 IN 5**  
PATIENTS  
received a  
**surprise medical bill**  
after surgery.

Since 2019, roughly  
**10,000**  
AMERICANS  
per day were hit with an  
**out-of-network surprise medical bill**.

This infographic is intended to help you, the health care professional, inform your patients about new rights and protections against surprise medical bills.

To learn more about the protections implemented by the No Surprises Act, go to: [cms.gov/nosurprises/consumers](https://cms.gov/nosurprises/consumers).

Additional resources specifically for health care professionals can be found at: [cms.gov/nosurprises/policies-and-resources/provider-requirements-and-resources](https://cms.gov/nosurprises/policies-and-resources/provider-requirements-and-resources).

The infographic below may be accessed at [heart.org/nosurprises](https://heart.org/nosurprises)