



NSA-Frequently Asked Questions

Question 1: When did the No Surprise Act take effect?

Answer: The act was placed in effect January 17, 2022

Question 2: What is considered a "Same Day Appointment"?

Answer: The actual day of the appointment being scheduled for, if scheduled a day before in a "Same Day Slot" NSA must be offered.

Question 3: Is the NSA required for every scheduled appointment?

Answer: Yes, at the moment we are required to offer for all appointments.

Question 4: If an appointment is rescheduled do we offer the NSA?

Answer: Yes, any appointment after January 17, 2022 must be offered.

Question 5: Who is responsible for offering the NSA?

Answer: Anyone that is scheduling the appointment such as Patient Registration, Call Center, MA's, Nursing Staff, Navigators and Providers.

Question 6: Is it required to offer NSA to insured patients?

Answer: Only if the insured patient is requesting a NSA.

Question 7: Patients with an active discount are we to offer the NSA?

Answer: Yes, NSA is to be offered to all patients that qualify or are active with a current discount.

Question 8: Is it required to offer the NSA for Dental Follow Ups/Medical Global Visit?

Answer: No, since these are a no charge visit.

Question 9: If the scheduled appointment is for TH/TC do we mail the NSA?

Answer: Yes, so that patient can have it for their records. Please advise it will take a couple of days for them to receive it.