



No Surprises Act: Best Practice Recommendations

At BCA, we have taken the guess work out of the No Surprises Act for 2022. Below is a list of our recommendations for best practices as you implement this new legislature into your practice.



Assign a Good Faith Estimate Ambassador

The path of least resistance for implementing the additional workload that is required is to either delegate a current staff member to a new role or hire externally for a new role that has the sole responsibility of generating and tracking the good faith estimate. This should be an additional FTE and should not be absorbed by current staff.,



Create Scripting

These new guidelines have a lot of high-level detail to them and can be overwhelming for staff and patients alike. It is recommended to create scripting documents and have references available for staff that are facilitating these processes.



Utilize Technology

It may expedite your workload to create an email address or email distribution group within your organization to share the burden of generating and tracking GFEs. Remember to keep it simple, estimates@yourfacility.org or a similar format. In addition to the email, you may consider adding a button to your organization's website to request a GFE that then forwards the request to the email or email distribution group.