



No Surprises Act

The No Surprises Act (NSA), which became effective **January 1, 2022**, offers protections that apply to most group health plans and health plans offered in the group and individual market.*

Key NSA requirements for **providers, facilities, or air ambulance vendors** are as follows:

- > NSA protections prohibit surprise billing in certain circumstances for **any amount other than member cost sharing**.
- > If a processed claim qualifies for NSA protections, balance billing is only allowed if a waiver for non-emergent care has been obtained.
- > Disputing the amount allowed by SelectHealth requires initiating a negotiation within **30 business days** from the initial payment or notice of denial. To do so, please submit the **Open Negotiation Notice (OMB Control No. 1210-0169)** to SelectHealth via either:
 - **Email:** SHSVXNSANegotiation@imail.org
 - **Mail:** SelectHealth, Attn: Claim Support Team, 5381 S. Green St., Murray, UT 84123
- > The parties must undertake an open negotiation period prior to initiating the Federal Independent Dispute Review (IDR) Process and meet all timeliness requirements. Notification of IDR initiation should be submitted using **Notice of IDR Initiation (OMB Control No. 1210-0169)** to the email or mailing address noted above.

Questions? Please contact the Member Services team at **800-538-5038**.

* For claims qualifying for NSA protection, SelectHealth has followed federal regulations when calculating the QPA using median contracted rates with the relevant provider/facility types and geographic regions.