

## How to qualify a call for a Good Faith Estimate.

Scenario	Solution	Follow up
Patient has appointment in 3-9 days from time of call, patient is self-pay, uninsured or not using their insurance and a written estimate is desired. Caller must provide test code and test name.	A good faith estimate can be provided.	Inform caller that our goal is to send a written estimate within 1 normal business day.
Patient has appointment same day or next day, is self-pay or not using ins, and written estimate is desired. Caller must provide test codes and test names.	Attempt a good faith estimate.	If unable to process the GFE, provide verbal estimate. Inform that this does not qualify as a GFE and would not be eligible for dispute.
Patient has appointment same day or next day, would like price estimate with PITUP pricing.	Verbal PITUP can be provided to patient. This is not a GFE and cannot be disputed.	
Patient unhappy with verbal or written estimate.	Provide option to pay at time of service (PITUP), installment payments or financial hardship.	Patient to contact Billing Dept once they receive their bill.