Centers for Medicare & Medicaid Services
Questions and Answers
Open Door Forum: Hospital
Tuesday, March 12, 2024

1.  Question: We actually have our first dispute, our first complaint, from the No Surprises Act at State of Wisconsin Office of Commissioners of Insurance. So, it was an ER visit that we had, you know, submitted and that there was acknowledgement of the payment plan. The patient had made the two payments, and a mitigation third party was used, and the issue can't be resolved. Wondering how others are seeing this, what we need to be doing. So, patient reported her claim to the No Surprises hotline and was advised to file a complaint.

    a.  Answer: After a question or complaint is submitted to the No Surprises Help Desk (NSHD), all parties immediately receive an acknowledgement that their question or complaint has been submitted, an associated ticket number, and a summary of next steps. The NSHD reviews complaints in their entirety and sends them to the entity with the appropriate enforcement jurisdiction for further review. This could be CMS, the Department of Labor, the Department of Treasury or OPM, depending on the details of the complaint. If the state has enforcement authority, the NSHD provides the appropriate contact information for that state so that the state may assist them with their specific situation. The entity with enforcement authority will investigate the complaint to determine if a potential violation has occurred. This entity will also investigate the complaint to make sure the plan, issuer, provider, health care facility or provider of an air ambulance services is complying with the No Surprises Act. Welcome to call our help desk directly at the following number: 1-800-985-3059. The NSHD is available seven days a week: weekdays from 8:00 am - 8:00 pm Eastern Time (ET), and weekends from 10:00 am – 6:00 pm ET.

2.  Question: Please post the price transparency links.

    a.  ANSWER: Main Hospital Price Transparency
        Webpage: https://www.cms.gov/priorities/key-initiatives/hospital-price-transparency

    b.  GitHub Repository for the required CMS Templates and technical instructions: https://github.com/CMSgov/hospital-price-transparency

    c.  Link to webpage of tools to support hospitals in meeting the accessibility and MRF requirements including a MRF File Naming Wizard, a TXT File Generator, and a Validator V2.0 coming in Spring 2024 that tests against the required CMS template and data specifications. https://cmsgov.github.io/hpt-tool/txt-generator/