Good Faith Estimate

Resilient Roots Therapeutic Services, PLLC Last updated: November 2026

At Resilient Roots, we believe you should know what your care will cost before you begin. In line with the federal No Surprises Act, we provide a Good Faith Estimate to clients who do not have insurance or who choose not to use insurance for their care.

Your Right to a Good Faith Estimate

> You have the right to receive a "Good Faith Estimate" explaining how much your medical care will cost. Under the law, health care providers need to give patients who don't have insurance or who are not using insurance an estimate of the bill for medical items and services.

- You have the right to receive a Good Faith Estimate for the total expected cost of any non emergency items or services. This includes related costs like medical tests, prescription drugs, equipment, and hospital fees.
- Make sure your health care provider gives you a Good Faith Estimate in writing at least one business day before your medical service or item. You can also ask your health care provider, and any other provider you choose, for a Good Faith Estimate before you schedule an item or service.
- If you receive a bill that is at least $400 more than your Good Faith Estimate, you can dispute the bill.
- Make sure to save a copy or picture of your Good Faith Estimate.

For questions or more information about your right to a Good Faith Estimate, visit www.cms.gov/nosurprises or call 1-800-985-3059.

What Your Estimate Includes

Your Good Faith Estimate will be provided in writing and will include:

- The services we expect to provide, such as your intake session and ongoing therapy sessions.
- The expected cost of each service and how often we expect to provide it.
- The total expected cost for the period the estimate covers, which may be up to 12 months.
- Any other fees that may reasonably apply to your care.

Because therapy is personal, the number of sessions you need may change over time. A Good Faith Estimate is an estimate, not a contract, and it does not require you to attend a set number of sessions. If your care plan changes in a way that affects your costs, we will give you an updated estimate.

When You Will Receive It

- If your first appointment is scheduled at least 3 business days ahead, within 1 business day of scheduling.
- If your first appointment is scheduled at least 10 business days ahead, within 3 business days of scheduling.
- If you ask for an estimate before scheduling, within 3 business days of your request.
- Again whenever there is a meaningful change to the services or costs in your estimate.

If You Use Insurance

If you are using insurance, your costs depend on your plan, including copays, coinsurance and deductibles. We are happy to help you understand your benefits, and we recommend contacting your insurance company for details about your coverage. You may choose to self pay at any time and request a Good Faith Estimate.

If Your Bill Is Higher Than Your Estimate

If you are billed at least $400 more than your Good Faith Estimate, please contact us first so we can review it with you. You also have the right to start a federal patient and provider dispute resolution process within 120 calendar days of the date on your bill. To learn more or begin that process, visit www.cms.gov/nosurprises or call 1-800-985-3059. Starting a dispute will not affect the quality of care you receive from us.

Questions

If you have questions about your Good Faith Estimate, our fees, or starting therapy with us, please reach out. We want the process to feel clear and comfortable for you.

Email: contact@resilientrootsmh.com

Phone: (336) 863-3558

Mail: Resilient Roots Therapeutic Services, PLLC, 31 S. Talbert Blvd #123, Lexington, NC 27292