

The No Surprises Act

Achieve Transparent and Compliant Healthcare Communications with Broadridge

The [No Surprises Act](#) will establish new federal protections for fully insured individuals, small group and large group markets, and self-insured group plans from no surprise billing that applies to...

- Emergency services provided at out-of-network facilities
- Services and care provided by out-of-network providers at in-network facilities
- Out-of-network air ambulance care and services

Taking effect on January 1, 2022, the No Surprises Act will establish new federal protections for consumers from surprise billing and excessive cost-sharing of health-related services and care.

PAYER COMMUNICATION CONSIDERATIONS

Many of the requirements outlined in the No Surprises Act are tied to member communications, including requirements to:

- Publish and maintain accurate provider network directories
- Notify members when a provider or facility that is providing ongoing care leaves the network
- Respond within one business day to member queries about in-network providers or facilities
- Disclose to members if broker and consultant commissions are paid for enrollment
- Deliver a timely Advanced EOB notification in plain language
- Provide cost information to patients for potential services promptly

For further information about the No Surprises Act, refer to this government [fact sheet](#).

3 WAYS TO IMPROVE YOUR MEMBER COMMUNICATIONS

How you create, manage and deliver your member communications will play a key role in meeting the requirements specified in the No Surprises Act. Here are three ways you can improve communications to keep your members informed:

- 1. [Communicate on the multitude of channels your members use daily](#)**

Keep your members up to date on time-sensitive changes, such as a provider leaving the network, by delivering your communications across the print and digital channels your members prefer.
- 2. [Leverage identity validation and member preferences](#)**

Create more effective and engaging communications that meet your members' unique needs for information by centralizing your customer data and attributes.
- 3. [Establish a consolidated high-volume digital archival](#)**

Equip your staff with centralized access to the most up-to-date communications to ensure your members receive the most current information, reduce member frustration and cut down on expensive service calls.

READY FOR NEXT

Turn your member touchpoints into personalized, engaging experiences that increase loyalty and market share while reducing regulatory risks and operational costs with the [Broadridge Communications CloudSM](#). The flexible, modular solution includes...

- Omni-channel Composition
- Identity and Preference Management
- Omni-channel Experience
- Information Management
- Omni-channel Delivery
- Analytics and Reporting

With open APIs, self-service and managed service capabilities, and a digital-first ecosystem, you can seamlessly deliver an omni-channel experience to help members transition from print to digital.

Keeping your members informed and your communications compliant is essential. Broadridge Customer Communications is proudly HITRUST CSF, PCI, ISO certified and HIPAA compliant.

WHY BROADRIDGE?

- **7B communications** delivered annually across print and 12+ digital channels
- **Invested \$1B+** over the last decade in print and digital
- Achieved **HIPAA, HITRUST CSF, ISO and PCI** compliance and security designations
- **7 geographically dispersed facilities** help ensure disaster recovery while providing a strategic footprint
- **100+ patents and pending applications** for technology innovations issued by U.S. Patent and Trademark Office

Let's talk about how you can make every communication more valuable.

Contact us today by visiting broadridge.com or calling 1 844 889 4040.

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