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**MANAGEMENT ADVISORY 16-008**

**DATE:** June 29, 2016  
**TO:** All Employees  
**FROM:** Tami Fillyaw, Director  
**SUBJECT:** New Law Prohibits Balance Billing Effective July 1, 2016

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Balance billing occurs when a non-network healthcare provider directly bills you for the difference between what the provider charges and what the health plan allows for payment. Remember that licensed facilities in your health plan's network may utilize non-network providers to deliver services.

Effective July 1, 2016, new legislation<sup>1</sup> prohibits non-network providers from collecting or attempting to collect, directly or indirectly, any amount above what the health plan allows for covered services as follows:

- **Emergency services:** Health plans are responsible for payment of fees to a non-network provider of covered emergency services. A non-network provider may not bill you for any covered emergency service.
- **Non-emergency services:** Health plans are responsible for payment of fees to a non-network provider of covered non-emergency services, and a non-network provider may not bill you for any covered non-emergency service if both of the following criteria are met:
  - The licensed facility (hospital, ambulatory surgical center, mobile surgical facility or urgent care center) is in your health plan's network; and
  - You do not have the ability and opportunity to choose a network provider.

In either case, you will be responsible for any applicable copayments, coinsurance, deductibles and non-covered services.

If you *choose* to go to a non-network facility or see a non-network provider, then you will pay the full charge (HMO) or a higher deductible and coinsurance (PPO).

Remember that it's in your best financial interest to seek care from network providers. Before receiving services, be sure your provider participates in your health plan's network and accepts the State of Florida Employees' health plan.

If you have questions about this advisory, plan benefits or which providers are in your network, please call your [health plan](#).

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<sup>1</sup> Section 12, Chapter [2016-222](#), creating section 627.64194, Florida Statutes.