



Virtual MCLE Event  
Wednesday, February 7, 2024  
12:00pm – 1:00pm

## LEARN ABOUT CONSUMER PROTECTIONS UNDER THE NO SURPRISES ACT

1 hour participatory MCLE credit

No-cost, free event

### Program Description

This program discusses the consumer protections under the new federal No Surprises Act, enacted as part of the Consolidated Appropriations Act of 2021. Starting January 1, 2022, the No Surprises Act protects people covered under group and individual health plans from receiving surprise medical bills when they receive most emergency services, non-emergency services from out-of-network providers at in-network facilities, and services from out-of-network air ambulance service providers. It also establishes an independent dispute resolution process for payment disputes between plans and providers and provides new dispute resolution opportunities for uninsured and self-pay individuals when they receive a medical bill that is substantially greater than the good faith estimate they get from the medical provider. This program will also discuss the use of the new CMS Medical Bill Rights website to help patients exercise their rights and find a resolution if they receive unexpected medical bills.

### About the Speaker

Cristina Collazo serves as an Outreach Specialist at the U.S. Department of Health and Human Services, Centers for Medicare and Medicaid Services, Office of Program Operations and Local Engagement. Cristina educates consumers, providers and other partners about CMS programs and initiatives. Cristina has also worked in a variety of public and private sector employment in the areas of civil litigation, labor law and health law. Cristina is a member of the California bar and holds a B.A. from Loyola Marymount University, Los Angeles, and a J.D. from the University of San Francisco School of Law.

Advance registration required: [register via Eventbrite](#) by noon the day of the program to receive a link.