

Good Samaritan Health & Wellness Center

Subject: Sliding Fee Scale Discount Program	Policy #: 3.23
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3.23 Sliding Fee Scale Discount Program

Policy: GSHWC offers a sliding fee scale discount program to all individuals and families with annual incomes at or below 200% of current DHHS Federal Poverty Guidelines. Board of Directors' policy on the sliding fee scale discount program includes:

- No aspect of the sliding fee scale discount program (SFSD), including GSHWC's fees themselves, the procedures for assessing patient eligibility, or the procedures for collecting payments, will create barriers to health care services.
- GSHWC Board of Directors will review the SFSD program annually to be sure that it continues to not create a barrier to care. GSHWC will ensure that the SFSD is patient centered, improves access to care and assures that no patient will be denied health care services due to an inability to pay. If this is determined GSHWC will make revisions to the policy as necessary.
- All services within GSHWC's approved scope of project for which GSHWC charges patients is offered on the SFSD and is available to patients regardless of their ability to pay.
- GSHWC will assure that patients are aware of the SFSD by posting clear notices in waiting rooms, other prominent areas of the health center, newsletters, and in correspondence with patients. All notices will be written in appropriate languages and literacy levels. All new patients will have the SFSD explained to them during the registration process.
- Patients must bring required information for verification of family size and income at their first visit in order to qualify for the SFSD. However, if the patient does not have the information, they can be seen for 30 days as a

Category A patient, but will be required to pay full charges if not certified within the grace period.

- Patients must be re-certified annually, on their SFSD anniversary date.
- A family is defined as anyone living within the same household who shares personal financial responsibilities. If patient is in an institutional setting, their family will be defined by their household origin.
- Income is defined as all money (wages, child support, alimony, unemployment benefits, social security benefits, etc.) paid to all individuals living in the household.
- Patient or head of household must provide proof of income as listed on the Application for Discounted Fee Program (see attached).
- Patients declaring no job and/or no income will be required to sign a self-declaration form, and will be placed in Category A status for 3 months. Self-declared patients must provide information about resources available to them for shelter, food, clothing, and other living needs. If patient receives money from someone else to pay rent, utilities, etc. a contribution statement must be completed by the person providing the support.
- Dental services will have the same nominal charge and Sliding Fee Discount Categories as medical services, and patients must pay the entire amount of outside lab costs before they pick up their prosthesis.
- Pharmacy services has a different sliding fee scale from medical/dental services. Pharmacy patients that have qualified for sliding scale levels A-E will pay Cost + dispensing fee. The pharmacy will maintain competitive fees with local Pharmacies.
- GSHWC will not discount co-pays when patients have commercial insurance coverage, as GSHWC will likely have a contract requiring collection of these amounts. For Medicare patients, the SFSD will be applied to the 20% coinsurance requirement.
- The SFSD will be adjusted annually to reflect any changes in DHHS Federal Poverty Guidelines, and this policy will be reviewed annually to determine if changes are needed to the categories of the SFSD, nominal fees or other policy and/or procedures.
- The SFSD will include at least 3 discount pay categories above 100 percent and at or below 200 percent of the FPG. In addition, these discount pay categories will be tied to gradations in income levels.

- GSHWC will make every effort to obtain reimbursement from 3rd party payors, including public health insurance (Medicare, Medicaid, CHIP and other public assistance programs) and private health insurance for patients who have such insurance.
- GSHWC's schedule of fees is intended to generate revenue to cover the health center's costs associated with providing services, assisting with the financial viability and sustainability of the health center operation.
- GSHWC will assure that fees are annually reviewed and established such that they cover reasonable costs and are consistent with locally prevailing rates or charges for services. GSHWC's fee schedule will address all in-scope services and will be used as the basis for seeking payment from patients and third party payors.
- GSHWC's sliding fee scale program is established to ensure that uniform and reasonable fees and discounts are consistently and appropriately applied to all health center patients.
- For those patients that choose not to provide information required by GSHWC to determine family size and income, even after being informed that they may qualify for discounts, are viewed as declining eligibility for sliding fee scale discounts. GSHWC will consider these patients to be ineligible for such discounts.
- It is GSHWC's policy to establish a nominal fee for those patients eligible sliding fee scale category at 100% or below of poverty. It is not the health center's intent to impede access to services due to an inability to pay the nominal fee. By applying a nominal fee, GSHWC is trying to establish an appropriate means for patients to invest in their care and to minimize the potential for inappropriate utilization of services.
- Patients with third party coverage are also eligible for the sliding fee scale discount program. Subject to legal and contractual limitations, the charge for each pay class is the maximum amount an eligible patient is required to pay for any service, regardless of insurance status. If however, third party payor contracts with GSHWC require the collection of certain amounts from patients, GSHWC will honor the contractual agreement, and charge patients on a sliding fee scale when services result in out-of-pocket costs where GSHWC is not contractually bound. The patient will pay the lessor of the

two, out of pocket expense or the eligible sliding fee discount determined based on the patients household size and income level.

Purpose: To offer discounted services to patients who qualify based on current DHHS Federal Poverty Guidelines.