Sliding Scale Discount Program

Effective 1/2015

Any patient who meets the income guidelines can apply for the Sliding Fee Scale Discount Program. If a patient is insured, HPFC must submit all charges to insurance first. The Sliding Fee Scale Discount Program can then be applied to any balances due after the insurance company has processed the charges and determined the patient’s responsibility. HPFC must comply with the billing requirements of each commercial, Medicaid, or Medicare insurance plan – insurance copays will generally not be discounted, these are your agreed to charges contracted with your insurance company. United Healthcare does not permit us to apply any discounts to your patient responsibility.

If you have an insurance plan that HealthPoint does not participate with then you are eligible to apply for the sliding fee scale. You will be considered self pay (uninsured) for all services at HealthPoint. HealthPoint will not complete any paperwork including health plan referrals, prior authorizations, or forms required by your insurance plan for specialty care, hospitalization, labwork, medications or any other services related to your healthcare. To receive benefits under your insurance plan contact your health plan to find a provider in your plan network.

All patients who are eligible for the Sliding Fee Scale Discount Program are referred to the Department of Medicaid Services or to a HPFC Outreach Associate to see if they are eligible for enrollment in Medicaid or a Marketplace plan. There is no cost for an appointment with an Outreach Associate.

What is the Sliding Fee Scale Discount Program?

HPFC offers discounted services to patients who do not have Health Insurance, cannot afford to pay full fee for services, or have insurance that doesn’t cover certain services or leaves a balance due to the patient. Patients may apply for the Sliding Fee Scale Discount Program during their visit. Discounts are based on household size income.

Eligibility is determined based on Federal Poverty Guidelines for household size and income. HPFC offers financial assistance using a sliding fee discount program for patients who have a household income up to 200% of the Federal Poverty Limits. Household income is the total gross income of all people living in the household.

A Sliding Scale Fee is based on your eligibility for the Sliding Fee Scale Discounted Program and applied to the cost of services, treatment, tests or supplies that are not covered by your insurance and/or if you are uninsured.

How can the program help me?

HPFC discounts may help reduce the cost of services if you are uninsured or if your insurance does not cover the services you receive. Applying for the Sliding Scale Fee Discount Program is optional, however, we request everyone to provide their household income as it is requested by many of our funders. We will accept a verbal declaration of income only if you are not applying for the sliding fee scale discount program. Discounts apply exclusively at HPFC offices or school based health centers. Any patient who declines to apply for the Sliding Fee Scale Discount Program will be charged at full fee for all services.

What do I need to bring to apply for the Sliding Fee Scale Discount Program?

- Federal Tax Return listing the patient as the filer or dependent, if neither then Return of person supporting them and proof in the form of a piece of mail addressed to patient at the same address (on an annual basis), or
- If on social security, we will accept their certificate of Benefits from the Federal Government (this applies for those on Social Security because of age or disability, on an annual basis).
- WRAP, Welcome House, Brighton Center Inpatient Transitional Facility, and Transitions programs proof of residency (at every visit)
- Statement of unemployment benefits from the state (on an annual basis)
- Letter of Grant award for college students if they claim as only source of income (on an annual basis)
- Food Stamp Award Letter (on an annual basis)

**What if I don’t have any of the forms required to apply?**
The Registrars and Center Managers at each office can assist you in determining other acceptable forms of proof of income to apply for the Sliding Fee Scale Discount.

**What if I didn’t bring my paperwork to apply?**
We will allow 14 days for you to return the necessary verifications in order to receive discounted services. Bring the completed forms to your medical or dental office or mail to: HealthPoint Family Care, Attn Sliding Fee Scale, 1401 Madison Ave, Covington, KY 41011. No discounts will be applied if the verification documents are not received in 14 days.

**How long will I stay on the Sliding Fee Scale Discount Program?**
Household assessments are renewed every 12 months if proof of income is submitted. Some eligibility groups including transitional living facility residents (Welcome House, Brighton Center, WRAP, Transitions, Droge) require renewal at every visit (See What do I need to bring to apply). It is important to keep your information current, inform a registrar if there are any changes to your household income or family status.

**What do I pay and when?**
A slide fee is money collected at the time of check-in for dental, medical, or a mental health visit.

Your slide payment at check-in will go towards paying for the balance of your services. You will receive a bill for your balance due if you have labwork, procedures, immunizations, or other services with an additional fee and if you didn’t pay your fee at check-in. In 2015, HealthPoint has lowered many of our check-in fees and will send you a bill for tests and other services in our offices if you have an outstanding balance due. Please pay promptly to avoid being sent to collections.

*New in 2015 – To keep costs low to you, labs processed in our offices will be charged separately from your office visit fee. You can pay the fee in the office or be billed if you receive a urinalysis, hemoglobin, A1c, PT/INR, Microalbumin, strep screen, Influenza test, accucheck, hemoccult, or pap smear and STD testing. There will be no change in billing for labs by our Quest Associates located in some offices.*

**What if I don’t have the full amount for the slide fee at check-in?**
We will take any payment that you can make towards your visit and bill you for the rest. You still will be seen for your appointment. Please be aware that we will ask that you pay at check-in for your appointment. Any balance not paid in full in 60 days will be sent to a collection agency. Call our billing department or see a Center Manager at any of our offices before your account is 60 days overdue for information on payment plans.

I have been advised to bring in proof of income for all members of my household. If I do not bring in my required information on my next visit I will be considered full fee. I will have to pay full price for the medical or dental office visit and procedures, a fee for labwork, and all
injections (except Vaccines for Children) or other services provided, and I will not be eligible for the Drug Assistance Programs.

Signed ______________________________

Date ______________

Employee signature _________________________