
		Policy & Procedure
Approval Signature		
Title	Vice President Behavioral Health Services	
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Policy: Sliding Fee Discount Program		

POLICY:

To make available free or discounted services to those in need.

PURPOSE:

All patients seeking healthcare services at Memorial Behavioral Health are assured that they will be served regardless of ability to pay. No one is refused service because of lack of financial means to pay. This program is designed to provide free or discounted care to those who have no means, or limited means, to pay for their medical services (uninsured or underinsured).

Memorial will offer a Sliding Fee Discount Program to all who are unable to pay for their services. Memorial Behavioral Health will base program eligibility on a person’s ability to pay and will not discriminate on the basis of an individual’s race, color, sex, national origin, disability, religion, age, sexual orientation, or gender identity. The Federal Poverty Guidelines are used in creating and annually updating the sliding fee schedule to determine eligibility.

PROCEDURE:

The following guidelines are to be followed in providing the Sliding Fee Discount Program.

1. Notification:

- Memorial Behavioral Health will notify patients of the Sliding Fee Discount Program by:
 - Payment Policy Brochure will be available to all patients at the time of service

- Notification of the Sliding Fee Discount Program will be offered to each patient
- An explanation of our Sliding Fee Discount Program and our application form are available on the Memorial Behavioral Health website
- Notification of Sliding Fee Discount Program will be posted in the all Behavioral Health waiting areas

2. Request for discount:

Requests for discounted services may be made by patients, family members, social services staff or others who are aware of existing financial hardship. The Sliding Fee Discount Program will only be made available for clinic visits. Information and forms can be obtained from the Front Desk at all locations or on the Memorial Behavioral Health website.

3. Administration:

The Sliding Fee Discount Program procedure will be administered through the intake and registration process with the Patient Financial Services Representative on site at the Memorial Behavioral Health locations. Information about the Sliding Fee Discount Program policy and procedure will be provided to patients upon request. Staff will offer assistance for completion of the application. Dignity and confidentiality will be respected for all who seek and/or are provided healthcare services.

4. Completion of Application:

The patient/responsible party must complete the Sliding Fee Discount program application in its entirety. Staff will be available, as needed, to assist patient/responsible party with applications. By signing the Sliding Fee Discount Program application, persons are confirming their income to Memorial Behavioral Health as disclosed on the application form.

5. Eligibility:

Discounts will be based on income and family size only.

- a. Family is defined as: a group of two people or more (one of whom is the householder) related by birth, marriage, or adoption and residing together; all such people (including) related subfamily members) are considered as members of one family. Memorial will also accept non-related household members when calculating family size.
- b. Income includes: gross wages; salaries; tips; income from business and self-employment; unemployment compensation; workers' compensation; Social Security; Supplemental Security Income; public assistance; veterans' payments;

survivor benefits; pension or retirement income; interest; dividends; royalties; income from rental properties, estates, and trusts; alimony; child support; assistance from outside the household; and other miscellaneous sources.

6. Income verification:

Applicants may provide one of the following: prior year W-2, two most recent pay stubs, letter from employer, or Form 4506-T (if W-2 not filed). Self-employed individuals will be required to submit detail of the most recent three months of income and expenses for the business. Adequate information must be made available to determine eligibility for the program. Self- declaration of Income may be used. Patients who are unable to provide written verification may provide a signed statement of income.

7. Discounts:

Those with incomes at or below 100% of poverty will receive a full 100% discount for healthcare services. Those with incomes above 100% of poverty, but at or below 400% of poverty, will be charged a nominal fee according to the attached sliding fee schedule. The sliding fee schedule will be updated during the first quarter of every calendar year with the latest FPL Guidelines.

8. Nominal Fee:

Patients with incomes above 100% of poverty, but at or below 400% poverty will be charged a nominal fee according to the attached sliding fee schedule and based on their family size and income. However, patients will not be denied services due to an inability to pay. The nominal fee is not a threshold for receiving care and thus, is not a minimum fee or co-payment.

9. Waiving of Charges:

In certain situations, patients may not be able to pay the nominal or discount fee. Waiving of nominal fees must be approved by a Memorial Behavioral Health managerial member. Any waiving of charges must be documented in the patient's file along with supporting information.

10. Applicant notification:

The Sliding Fee Discount Program determination will be provided to the applicant(s) in writing, and will include the percentage of Sliding Fee Discount Program write off, or, if applicable, the reason for denial. If the application is approved for less than a 100% discount or denied, the patient and/or responsible party to will need to establish payment arrangements. Sliding Fee Discount Program applications cover outstanding patient balances for six months prior to application date and any balances incurred within 12

months after the approved date, unless their financial situation changes significantly. The applicant has the option to reapply after the 12 months have expired or anytime there has been a significant change in family income. When the applicant reapplies, the look back period will be the lesser of six months or the expiration of their last Sliding Fee Discount Program application.

11. Refusal to Pay:

If a patient verbally expresses an unwillingness to pay or vacates the premises without paying for services, the patient will be sent multiple statements regarding their payment obligations and ability to apply for financial assistance. A final notice will be sent prior to placing the account into collections.

12. Record Keeping

All information related to Sliding Fee Discount Program Decisions are maintained within our secured electronic healthcare system. Access to financial data is restricted by security roles maintained by the Information Technology Security Team.

13. Policy and procedure review:

Memorial Behavioral Health will review and recommend possible changes in this policy and other institutional practices which may serve as barriers preventing eligible patients from having access to our community care provisions.

14. Budget:

During the annual budget process, an estimated amount of Sliding Fee Discount Program service will be placed into the budget as a deduction from revenue.