

# Community Health Services and Prevention Divisions

## Updates to: Sliding Fee Discount Program, Services, Revenue, Billing and Collections Policies & Procedures

---

Cristin Burris, Sr. Revenue Cycle Analyst & Manager of Central Business Office

Grace Antonio, Interim Business Practices Manager

HCHN Governance Council

October 21, 2019

# Discount Fees for self-pay clients

---

- ❑ Based on **Federal Poverty Level (FPL)**: Calculated from Family Size & Household Income
  - Tiered Flat Fees → Flat fee at each visit, regardless of services rendered
  - Sliding Fee Scale → % discount based on services rendered

***NO CLIENT IS DENIED SERVICES DUE TO INABILITY TO PAY***

# Fees Exceptions (prior language)

---

- “A” status (at or under 100% of FPL) Homeless clients are not charged the Tiered Flat or Sliding Scale Fees
- No charges are assessed to clients receiving Parent Child Health (MSS/ICM) or WIC services
- NO Discount** for Travel immunizations (only offered at the Downtown PHC)

***NO CLIENT IS DENIED SERVICES DUE TO INABILITY TO PAY***

# Policy Components – Patient Fees

---

- Personal Health Services – Fees and Charges in BOH Code Title 3
- HRSA regulations – Sliding Fee Discount Scale

## Change:

- Include language for calculating FPL (definitions of household size and income) in the Fee Policy

# Change: Include language for waiving fees in the Fee Policy - available to all (not categorical)

---

- ❑ Clients can request to waive fees due to inability to pay from hardship:
  - ❑ Financial crisis
  - ❑ Medical condition, mental health or substance abuse disorder resulting in multiple visits
  - ❑ Homelessness
  - ❑ Catastrophic life event
  - ❑ Domestic Violence
  - ❑ Other
  
- ❑ Remove language excluding MSS/ICM services. Change Epic build for fees to slide.

# Change: Updates to General Fee Collection/Billing Guidelines

---

- ❑ Clearly state that no client is denied services due to inability to pay
- ❑ Add new language for requests to waive fees due to hardship; remove categorical language for waiving fees (e.g. School Based Health, MSS/ICM, Behavioral Health, TB, Homeless)

# Client Payment Collections

---

- Clients are asked to pay their current fee amount as well as any outstanding balances from previous visits.

Some charges may not be assessed at check-out (i.e. labs, radiology and supplies) resulting in outstanding balances

***NO CLIENT IS DENIED SERVICES DUE TO INABILITY TO PAY***

**Change:** Build workflow in Epic to allow for hardship requests. Avoid a paper process as much as possible.

# Questions?

---