Community Health Services and Prevention Divisions

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

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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?