

Sliding Fee Discount Program Policy:

Westlake Consultation Center BUSINESS OFFICE POLICIES

SUBJECT: Sliding Fee Discount Program

EFFECTIVE DATE: May 5, 2020

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

PURPOSE: All patients seeking health care services at Westlake Consultation Center 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).

Westlake Consultation Center will offer a Sliding Fee Discount Program to all who are unable to pay for their services. Westlake Consultation Center 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 (SFS) to determine eligibility.

PROCEDURE:

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

1. Notification: Westlake Consultation Center 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 upon admission.
 - Sliding Fee Discount Program application will be included with collection notices sent out by Westlake Consultation Center
 - An explanation of our Sliding Fee Discount Program and our application form are available on Westlake Consultation Center website. (www.westlakeconsultation.com)
 - Westlake Consultation Center places notification of Sliding Fee Discount Program in the clinic waiting area.
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 and the Business Office.
3. Administration: The Sliding Fee Discount Program procedure will be administered through the Business Office Manager (Meriam Sam). Information about the Sliding Fee Discount Program policy and procedure will be provided to patients. Staff are to offer assistance for completion of

the application. Dignity and confidentiality will be respected for all who seek and/or are provided health care 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 Westlake Consultation Center 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. Westlake Consultation Center 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; 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 health care services. Those with incomes above 100% of poverty, but at or below 200% 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 200% 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 charges must be approved by Westlake Consultation Center's designated official. Any waiving of charges should be documented in the patient's file along with an explanation.
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, Westlake Consultation Center will work with the patient and/or responsible party 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

11. 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.
12. Refusal to Pay: If a patient verbally expresses an unwillingness to pay or vacates the premises without paying for services, the patient will be contacted in writing regarding their payment obligations. If the patient is not on the sliding fee schedule, a copy of the sliding fee discount program application will be sent with the notice. If the patient does not make effort to pay or fails to respond within 60 days, this constitutes refusal to pay. At this point in time, Westlake Consultation Center can explore options not limited to, but including offering the patient a payment plan, waiving of charges, or referring the patient to collections.
13. Record keeping: Information related to Sliding Fee Discount Program decisions will be maintained and preserved in a centralized confidential file located in the Business Office Manager's Office, in an effort to preserve the dignity of those receiving free or discounted care.
 - a. Applicants that have been approved for the Sliding Fee Discount Program will be logged in Westlake Consultation Center's practice management system, noting names of applicants, dates of coverage and percentage of coverage.
 - b. The Business Office Manager will maintain an additional monthly log identifying Sliding Fee Discount Program recipients and dollar amounts. Denials and applications not returned will also be logged.
14. Policy and procedure review: The SFS will be updated based on the current Federal Poverty Guidelines. Westlake Consultation Center will also review possible changes in our policy and procedures and for examining institutional practices which may serve as barriers preventing eligible patients from having access to our community care provisions.
15. 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.

ATTACHMENTS:

2022 Sliding Fee Schedule

Patient Application for the Sliding Fee Discount Program

APPROVAL: _____

REVISED: _____

REVIEWED BY: _____



Westlake Consultation Center

Sliding Fee Discount Information

It is the policy of Westlake Consultation Center Clinic to provide essential services regardless of the patient's ability to pay. Westlake offers discounts based on family size and annual income.

Please complete the following information and return to the front desk to determine if you or members of your family are eligible for a discount.

The discount will apply to all services received at this clinic, but not those services or equipment purchased from outside, including reference laboratory testing, drugs, x-ray interpretation by a consulting radiologist, and other such services. You must complete this form every 12 months or if your financial situation changes.

NAME				
STREET	CITY	STATE	ZIP	PHONE

Please list all household members, including those under age 18.

	Name	Date of Birth
SELF		
OTHER		
OTHER		
OTHER		



Source	Self	Other	Total
Gross wages, salaries, tips, etc.			
Income from business and self-employment			
Unemployment compensation, workers' compensation, Social Security, Supplemental Security Income, 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			
Total Income			

I certify that the family size and income information shown above is correct.

Name (Print)

Signature

Date

Office Use Only

Patient Name: _____

Approved Discount: _____

Approved by: _____

Date Approved: _____

Verification Checklist	Yes	No
Identification/Address: Driver's license, utility bill, employment ID, or other		
Income: Prior year tax return, three most recent pay stubs, or other		

Self-declaration of income may also be used.

Sliding Fee Schedule (SFS) Example

Maximum Annual Income Amounts for each Sliding Fee Percentage Category (except for 0% discount)

Poverty Level	100%	110%	120%	130%	140%	150%	160%	170%	180%	190%	200%	>200%
Family Size	Discount 100%	Discount 90%	Discount 80%	Discount 70%	Discount 60%	Discount 50%	Discount 40%	Discount 30%	Discount 20%	Discount 15%	Discount 10%	Discount 0%
1	\$13,590	14,949	16,308	17,667	19,026	20,385	21,744	23,103	24,462	25,821	27,180	27,181+
2	\$18,310	20,141	21,972	23,803	25,634	27,465	29,296	31,127	32,958	34,789	36,620	36,621+
3	\$23,030	25,333	27,636	29,939	32,242	34,545	36,848	39,151	41,454	43,757	46,060	46,061+
4	\$27,750	30,525	33,300	36,075	38,850	41,625	44,400	47,175	49,950	52,725	55,500	55,501+
5	\$32,470	35,717	38,964	42,211	45,458	48,705	51,952	55,199	58,446	61,693	64,940	64,941+
6	\$37,190	40,909	44,628	48,347	52,066	55,785	59,504	63,223	66,942	70,661	74,380	74,381+
7	\$41,910	46,101	50,292	54,483	58,674	62,865	67,056	71,247	75,438	79,629	83,820	83,821+
8	\$46,630	51,293	55,956	60,619	65,282	69,945	74,608	79,271	83,934	88,597	93,260	93,261+
For each additional person, add	\$4,720	5,192	5,664	6,136	6,608	7,080	7,552	8,024	8,496	8,968	9,440	9,440

*Based on the 2022 [Federal Poverty Guidelines \(FPG\) for the 48 contiguous states and the District of Columbia](#). Please note that there are separate guidelines for Alaska and Hawaii, and that the thresholds would differ for sites in those two states. Sites in Puerto Rico and other outlying jurisdictions would use the above guidelines.

APPENDIX D: NHSC Site Data Tables

Site Data Tables

Site Name: _____

Site Address: _____

Date Prepared: _____

Prepared By: _____

6-Month Reporting Period (from mm/yy to mm/yy): ____/____/____ - ____/____/____

Total Patients: _____

Total Patient Visits: _____

TABLE 1: PATIENTS AND VISITS BY PRIMARY INSURANCE TYPE

Complete data for "Number of Patients" AND "Number of Patient Visits"

Primary Insurance	Number of Patients	Percentage (Patients)		Number of Patient Visits	Percentage (Visits)	
1) Medicare		0%	0%		0%	0%
2) Medicaid		0%	0%		0%	0%
3) Other Public/Private Funds		0%	0%		0%	0%
4) Private Insurance		0%	0%		0%	0%
5) Sliding Fee Schedule (SFS)		0%	0%		0%	0%
6) Self-Pay (No Insurance and not on SFS)		0%	0%		0%	0%
7) Total		100%	100%		100%	100%

TABLE 2: PATIENT SERVICE CHARGES, COLLECTIONS, AND ADJUSTMENTS

Payment Source	Full Charges (a)	Amount Collected (b)	Adjustments (c)
1) Medicare			
2) Medicaid			
3) Other Public/Private Funds			
4) Private Insurance			
5) Sliding Fee			
6) Self-Pay (Other than Sliding Fee)			
7) Total (lines 1-6)	\$0.00	\$0.00	

TABLE 3: PATIENT APPLICATIONS FOR SLIDING FEE SCHEDULE (SFS)

Patient Applications for the Sliding Fee Schedule	Number of Applications
1) SFS Applications Approved	
2) SFS Applications Not Approved	
3) Total SFS Applications Received	

TABLE 4: SERVICE SITE STAFFING

Personnel by Major Service Categories	FTEs	
Medical Services		
1) Family Practitioners		
2) General Practitioners		
3) Internists		
4) Obstetrician/Gynecologists		
5) Pediatricians		
6) Psychiatrists	1	
7) Other Physician Specialists		
8) Total Physicians (lines 1-7)	1	
9) Nurse Practitioners/Physician Assistants	6	
10) Certified Nurse Midwives		
11) Nurses		
12) Other Medical Support Personnel	4 Therapist	
13) Total Medical Services (lines 8-12)	10	
Ancillary Services		
14) Laboratory Services Personnel		
15) X-Ray Services Personnel		
16) Pharmacy Personnel		
17) Total Ancillary Services (lines 14-16)	0	0
Dental Services		
18) Dentists		
19) Dental Hygienists		
20) Dental Assistants, Aides, Technicians, and Support Personnel		
21) Total Dental Services (lines 18-20)	0	0
Mental Health (MH) and Behavioral Health (BH) Services		
22) Mental Health & Behavioral Health Specialists		
23) Mental Health & Behavioral Health Support Personnel		
24) Total MH & BH Services (lines 22-23)	11	
25) TOTAL (lines 13, 17, 21, and 24)	11	