INTRODUCTION:
This Sliding Fee Discount Program (SFDP) is designed to provide discounted mental health services to actively enrolled clients of Young House Behavioral Health who have no means, or limited means, to pay for their mental health services (Uninsured or Underinsured). The SFDP does not apply to those services or equipment purchased from external providers and vendors, or travel to services.

The sliding fee is intended to be the payor of last resort. All charges must be submitted to applicable insurance prior to applying the sliding fee scale. Patients who elect not to have certain types of charges sent through insurance are not eligible to have the sliding fee scale applied to those charges.

POLICY STATEMENT:

Young House Behavioral Health (YHBH) offers a Sliding Fee Discount Program (SFDP) to patients unable to pay for their services. YHBH bases SFPD eligibility on a person's ability to pay and will not discriminate based on protected class status (e.g., age, gender, race, sexual orientation, creed, religion, disability, national origin, etc.).

The Sliding Fee Scale is made possible by grant funds from the Burlington/West Burlington United Way. The Sliding Fee Scale will only be possible when Young House Behavioral Health has funds available. United Way funds can only be used with patients in the United Way covered area.

The U.S. Department of Health and Human Services determines the Federal Poverty Guidelines which are used by YHBH used in creating and annually updating the sliding fee schedule (SFS) to determine eligibility for discounted mental health services.

PROCEDURE: The following guidelines are followed in providing the Sliding Fee Discount Program.

1. **Notification:** YHBH notifies patients of SFDP by:
   a. An explanation of our SFDP and our application form is available on the YHBH website.

   b. Placement of SFDP notification in the Young House check-in area.

2. **Request for Discount:** Requests for discounted services may be made by patients who are aware of existing financial hardship. The Sliding Fee Discount Program (SFDP) will apply to all services received at YHBH. Information on the SFDP and forms can be obtained from the front desk or YHBH website.

3. **Administration:** The procedure is administered through the accounting department, or designee, with oversight and input from the Community Based Services Supervisor and Chief Financial Officer.

4. **Alternative Payment Sources:** The applicant must agree to exhaust all other payment sources, such as third-party insurance or Federal and State programs, as a condition for approval of a SFDP application. Patients with insurance will have their claims filed with the insurer, and the patient will be responsible for the reduced fee calculated via the sliding fee scale on the patient responsibility amount determined by the insurer.

   If at any time YHBH determines that insurance coverage was active during a time in which a sliding fee discount was applied and the insurance was not disclosed at the time of service, the awarded eligibility determination period will be reversed, and the applicant will be financially responsible for all expenses incurred.

5. **High-Deductible Health Plans:** Patients with high-deductible health plans will be extended the opportunity to apply for a sliding fee discount. If eligible, YHBH will apply the sliding fee discount after the claim has been processed by the insurer and the patient will be responsible for the reduced fee calculated via the sliding fee scale on the patient responsibility amount determined by the insurer.

6. **Completion of Application:** The patient must complete the SFPD application in its entirety. By signing the SFPD application, persons authorize YHBH access in confirming income as disclosed on the application form. Providing false information on a SFDP application will result in all SFDP discounts being revoked and the full balance of the account(s) restored and payable immediately.

   a. To be considered for the (SFDP), verification of income is mandatory.
   b. By signing the application form, the applicant agrees YHBH may contact each employer of all persons working in the documented household and/or may contact various agencies to verify any source of income.
   c. Within 5 business days, the applicant will provide YHBH with a copy of all requested information, as listed, for all persons in the household.
   d. Applicants must reapply for the Sliding Fee Discount (SFD) every year so YHBH can maintain an updated SFD application on file.
   e. Applicants are obligated to inform YHBH of any change in household size, income, and/or insurance.
   f. Applicants are also obligated to provide YHBH with any income information that is requested. Applications lacking the required information will be denied without notice after 5 business days.

7. **Eligibility:** Discounts are based on income and family size only. As used herein, YHBH relies on the Census Bureau definitions of each term:
   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.

   b. **Income** includes: earnings, unemployment compensation, workers' compensation, Social Security, Supplemental Security Income, public assistance, veterans' payments, survivor benefits, pension or retirement income, interest, dividends, rents, royalties, income from estates, trusts, educational assistance (financial aid), alimony, child support, assistance from outside the household, and other miscellaneous sources. *Noncash benefits (such as food stamps and housing subsidies)* ***do not*** *count.*

   Income Verification: Applicants must provide their two most recent pay stubs. Self-employed individuals are required to submit their latest completed tax return with taxable income listed from the 1099 employment form. If the applicant has no income, the client will be directed to apply for Medicaid assistance.

   Applications submitted without the above requested information will not be considered, except as described below.

      a. **Self-Declaration of Income** may only be used in special circumstances. Patients unable to provide written verification must provide a signed statement of income and explain why they cannot provide independent verification. This statement will be presented to YHBH Chief Financial Officer, or their designee for review and final determination as to the sliding fee percentage. Self-declared patients will be responsible for 100% of their charges until management determines the appropriate category.

8. The current sliding fee scale is attached and will be updated annually in accordance with the Federal Poverty Limit.

9. **Waiving of Charges:** In certain situations, patients may not be able to pay the discounted fee. Waiving of charges may only be used in special circumstances and must be approved by YHBH Chief Financial Officer, or their designee. Any waiving of charges should be documented in the patient's file along with an explanation (e.g., ability to pay, good will, health promotion event).

10. **Applicant Notification:** The Community Counseling admin staff will call the patient to let them know the outcome of their SFDP application and, if approved, will communicate the percentage of SFDP write off. In

addition, a memo to the chart will be added in the Electronic Health record. After the fees have been adjusted, the normal YHBH collection process will be initiated.

11. **Duration of Approval:** SFDP applications will cover existing balances on a case-by-case basis depending on the availability of United Way funds. The duration of support will be for 6 months, but also is dependent on the availability of United Way funds.

12. **Record-Keeping:** All documentation used to substantiate the patient's eligibility for the SFDP will be maintained within YHBH electronic health record. Records are maintained in compliance with YHBH policy on personal heath information.

13. **Policy and Procedure Review:** Annually, the SFDP will be reviewed by the YHBH Leadership team. The sliding fee scale will be updated as the Federal Poverty Guidelines are updated or modified.