



Discounted/ Sliding Fee Schedule Policies and Procedures

Changing Lives at Home Mental Health Services is a nonprofit mental health agency. We utilize options such as a sliding fee scale and a fee adjustment process to assist our clients who have difficulty paying.

This program is designed to provide free or discounted care to those who have no means, or limited means, to pay for their mental health services (uninsured or underinsured). Clients are entitled to financial counseling to help ensure they receive quality mental health care. Our office manager's role is to help provide you with reasonable payment alternatives. Changing Lives at Home Mental Health Services will offer a sliding fee discount program to all who are unable to pay for services rendered. Changing Lives at Home Mental Health Services will base program eligibility on a person's ability to pay and will not discriminate on the basis of age, gender, race, creed, disability or national origin.

If a client feels that the set fee is not reflective of his/her financial ability to pay, the client should discuss their concerns with their therapist and contact the front office staff to request a Sliding Fee Application. The client must complete and submit the Sliding Fee Application, together with copies of financial documentation supporting their request (ie, paystubs, itemization of gross income and expenses, etc.) to the office in order for the application to be reviewed. If a client needs assistance with the completion of the application, the agency staff is available via telephone or walk-in visit to provide the client with any assistance they may need with comprehension and/or completion of the application.

The anticipated turnaround from submission of a completed fee adjustment package and review is 5 – 10 business days. Based on the new information presented with the application package, the Fee Committee will decide whether the set fee should be lowered. Set fees may be adjusted as low \$0 per visit. If a new fee is set, it will be retroactive to the date the client started receiving services; possibly resulting in a credit adjustment to the client. The Committee's decision is shared with the therapist as well as the client, who receives a letter regarding the decision. Documentation of the decision is filed with the client's chart. Depending on individual circumstances, a new set fee may or may not have a time limit. The new set fee may also be readjusted at a later date upon receipt of information that the client's financial status has changed.

It should also be noted that, unless the adjusted set fee is \$0 per visit, receipt of a fee adjustment does not relieve the client of any existing debt to the agency. It is expected that the client will pay the new set fee at time of service, so as to not accumulate any more debt to the agency.