

Sliding Fee/Fee Discount/Fee Waiver Policy & Procedure

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

Purpose: Family Services of Chemung Count., Inc. (FSCC) establishes client fees and co-payment amounts for insured and non-insured individuals and families based on income and number of family members. 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).

FSCC will offer a Sliding Fee/Fee Discount/Fee Waiver program to all who are unable to pay for their services. FSCC 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:

1. FSCC will notify patients of the Sliding Fee/Fee Discount/Fee Waiver Policy by:
 - The Sliding Fee/Fee Discount/Fee Waiver Policy will be available for all clients when checking in at the front desk.
 - Notification of the Sliding Fee/Fee Discount/Fee Waiver Policy will be offered to each patient at their initial visit or upon changes to their information.
 - An explanation of our Sliding Fee/Fee Discount/Fee Waiver Policy and the Fee Reduction/Fee Waiver application form are available on the FSCC website.
 - Notification of the Sliding Fee/Fee Discount/Fee Waiver Policy is posted in the Clinic waiting area.
2. Requests for discounted services may be made by the client, family members, social services staff or others identified by the client who are aware of the client's existing financial hardship.
3. The Sliding Fee/Fee Discount/Fee Waiver Policy will be administered through the Finance Department. Information about the policy will be provided to clients.
4. The client/responsible party will complete the application in its entirety. Finance staff will be available, as needed, to assist in completing the application. By signing the Fee Reduction/Fee Waiver application clients are confirming their income to FSCC as disclosed on the application form.
5. Eligibility: Discounts will be based on income and family size.

Family Services of Chemung County, Inc.

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6. Those with incomes at or below 100% of poverty will receive a full 100% discount for services. Those with incomes above 100% of the poverty level, 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 using the current year's Federal Poverty Guidelines.
7. Nominal Fee: Clients who are charged a nominal fee 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.
8. Waiving of Charges: At times, clients may not be able to pay the nominal or discount fee and waiving of charges may be approved by the FSCC Administrative Staff. Any waiving of charges will be documented in the client's file along with an explanation.
9. Applicant notification: A determination regarding the Fee Reduction/Fee Waiver application will be provided to the applicant(s) in writing, and if applicable, the reason for denial. If the application is approved for less than a 100% discount or denied, FSCC will work with the client and/or responsible party to establish payment arrangements. The Fee Reduction/Fee Waiver applications cover outstanding client balances for six months prior to the 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 change in family size and/or income.
10. If a client verbally expresses an unwillingness to pay or leaves the site without paying for services, the client will be contacted in writing regarding their payment obligations.
11. Policy and Procedure review: The Sliding Fee Schedule will be updated based on the current Federal Poverty Guidelines. FSCC will also review possible changes to the Sliding Fee/Fee Discount/Fee Waiver Policy and Procedures on an annual basis.

Attachments: 2022 Sliding Fee Schedule

Fee Reduction/Fee Waiver Application

Approved by: _____


CFO

Date: _____

11/14/2022