

WALKER CENTER POLICIES AND PROCEDURES

SUBJECT: Outpatient Sliding Fee Discount Program

POLICY NO: 6-8

DEPARTMENT RESPONSIBLE: Outpatient Business Office

EFFECTIVE DATE: 07/17

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

PURPOSE: All clients seeking services at The Walker 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).

The Walker Center will offer a Sliding Fee Discount Program to all who are unable to pay for their services. The Walker 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: The Walker Center will notify clients 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 client upon admission.
- Sliding Fee Discount Program application will be included with collection notices sent out by the Walker Center.
- An explanation of our Sliding Fee Discount Program and our application form are available on the Walker Center's website.
- The Walker Center places notification of Sliding Fee Discount Program in the outpatient waiting area.

2. Request for discount: Requests for discounted services may be made by clients, 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 outpatient visits. Information and forms can be obtained from the Outpatient Business Office.

3. Administration: The Sliding Fee Discount Program procedure will be administered through the Business Office Manager or their designee. Information about the Sliding Fee Discount Program and procedure will be provided to clients. Staff are to offer assistance for completion of the

application. Dignity and confidentiality will be respected for all who seek and/or are provided services.

4. **Completion of Application:** The client/responsible party must complete the Sliding Fee Discount Program application in its entirety. Staff will be available, as needed, to assist client/responsible party with applications. By signing the Sliding Fee Discount Program application, persons are confirming their income to the Walker 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. The Walker 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. Clients 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 outpatient 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:** Clients 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, clients 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, clients may not be able to pay the nominal or discount fee. Waiving of charges must be approved by the Walker Center's designated official. Any waiving of charges should be documented in the client'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, the Walker Center will work with the client and/or responsible party to establish payment arrangements. Sliding Fee Discount Program applications cover outstanding client 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 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.

11. Refusal to Pay: If a client verbally expresses an unwillingness to pay or vacates the premises without paying for services, the client will be contacted in writing regarding their payment obligations. If the client is not on the sliding fee schedule, a copy of the sliding fee discount program application will be sent with the notice. If the client does not make effort to pay or fails to respond within 60 days, this constitutes refusal to pay. At this point in time, the Walker Center can explore options not limited to, but including offering the client a payment plan, waiving of charges, or referring the client to collections.

12. 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 the Walker 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.

13. Policy and procedure review: The SFS will be updated based on the current Federal Poverty Guidelines. The Walker Center will also review possible changes in our policy and procedures and for examining institutional practices which may serve as barriers preventing eligible clients from having access to our community care provisions.

14. 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.

SAMPLE SLIDING FEE SCHEDULE

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	\$14,580	\$18,225	\$18,954	\$19,391	\$19,683	\$20,120	\$21,870	\$25,515	\$26,244	\$26,973	\$29,160	>\$29,160
2	\$19,720	\$24,650	\$25,636	\$26,228	\$26,622	\$27,214	\$29,580	\$34,510	\$35,496	\$36,482	\$39,440	>\$39,440
3	\$24,860	\$31,075	\$32,318	\$33,064	\$33,561	\$34,307	\$37,290	\$43,505	\$44,748	\$45,991	\$49,720	>\$49,720
4	\$30,000	\$37,500	\$39,000	\$39,900	\$40,500	\$41,400	\$45,000	\$52,500	\$54,000	\$55,500	\$60,000	>\$60,000
5	\$35,140	\$43,925	\$45,682	\$46,736	\$47,439	\$48,493	\$52,710	\$61,495	\$63,252	\$65,009	\$70,280	>\$70,280
6	\$40,280	\$50,350	\$52,364	\$53,572	\$54,378	\$55,586	\$60,420	\$70,490	\$72,504	\$74,518	\$80,560	>\$80,560
7	\$45,420	\$56,775	\$59,046	\$60,409	\$61,317	\$62,680	\$68,130	\$79,485	\$81,756	\$84,027	\$90,840	>\$90,840
8	\$50,560	\$63,200	\$65,728	\$67,245	\$68,256	\$69,773	\$75,840	\$88,480	\$91,008	\$93,536	\$101,120	>\$101,120
For each additional person, add	\$5,140	6,425	6,682	6,836	6,939	7,093	7,710	8,995	9,252	9,509	10,280	>10,280

*Based on the [2023 Federal Poverty Guidelines 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.



Deborah A. Thomas, CEO

 5-10-2023

WALKER CENTER POLICIES AND PROCEDURES

SUBJECT: Outpatient Sliding Fee Discount Application

POLICY NO: 6-9

DEPARTMENT RESPONSIBLE: Outpatient Business Office

EFFECTIVE DATE: 07/17

POLICY: It is the policy of the Walker Center to provide essential services regardless of the client's ability to pay. The Walker Center offers discounts based on family size and annual income.

Please complete the following application 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 facility, but not services outside this facility. 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		
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

Client 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.

OUTPATIENT SLIDING FEE AGREEMENT

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	\$14,580	\$18,225	\$18,954	\$19,391	\$19,683	\$20,120	\$21,870	\$25,515	\$26,244	\$26,973	\$29,160	>\$29,160
2	\$19,720	\$24,650	\$25,636	\$26,228	\$26,622	\$27,214	\$29,580	\$34,510	\$35,496	\$36,482	\$39,440	>\$39,440
3	\$24,860	\$31,075	\$32,318	\$33,064	\$33,561	\$34,307	\$37,290	\$43,505	\$44,748	\$45,991	\$49,720	>\$49,720
4	\$30,000	\$37,500	\$39,000	\$39,900	\$40,500	\$41,400	\$45,000	\$52,500	\$54,000	\$55,500	\$60,000	>\$60,000
5	\$35,140	\$43,925	\$45,682	\$46,736	\$47,439	\$48,493	\$52,710	\$61,495	\$63,252	\$65,009	\$70,280	>\$70,280
6	\$40,280	\$50,350	\$52,364	\$53,572	\$54,378	\$55,586	\$60,420	\$70,490	\$72,504	\$74,518	\$80,560	>\$80,560
7	\$45,420	\$56,775	\$59,046	\$60,409	\$61,317	\$62,680	\$68,130	\$79,485	\$81,756	\$84,027	\$90,840	>\$90,840
8	\$50,560	\$63,200	\$65,728	\$67,245	\$68,256	\$69,773	\$75,840	\$88,480	\$91,008	\$93,536	\$101,120	>\$101,120
For each additional person, add	\$5,140	6,425	6,682	6,836	6,939	7,093	7,710	8,995	9,252	9,509	10,280	>10,280

Annual Income: \$ _____ **Family Size:** _____

Discount Level: _____

Total estimated charges \$ _____.

I do hereby certify that the above is my estimated annual income and family size. I have submitted to Walker Center staff the required income verification. I understand that based upon my stated income, I am eligible for a sliding fee discount that will offset a portion of the usual cost of my outpatient treatment.

I agree to make payments at the time of service.

Client Signature

Date

Witness Signature

Date

Parent/Guardian Signature

Date