



Charity Care (Sliding Fee)

Policy

The Charity Care Sliding Fee policy is used to provide financial relief to un-insured clients receiving eligible services from the Many Rivers Whole Health (MRWH) after all other payment sources have been exhausted. Eligible services are identified as any service not billed under a daily rate, such as day treatment, group homes, M/PACT.

As a non-profit mental health facility, MRWH recognizes an obligation to provide needed mental health services to the community regardless of a client's ability to pay.

MRWH's Charity Care policy will be administered on a Sliding Fee Scale to provide financial assistance in the form of forgiveness of all or a portion of their bill. The forgiveness percentage will be applied based on family size and income ranges identified within the Federal Poverty Guidelines, which are updated annually. For purposes of this policy, "family" is defined as a group of two or more persons who reside at the same address and are related by birth, marriage, or adoption.

Clients receiving a full discount will be assessed a \$20 nominal charge per visit. The nominal fee is not a threshold for receiving care and thus, is not a minimum fee or co-payment.

The Charity Care policy will be advertised in all MRWH lobbies and on MRWH's website.

Procedure

Any client, who has identified a need for financial assistance, will be provided an application from a Client Registration Representative (CRR). The client will complete the application and provide proof of income for verification to a CRR for consideration of Charity Care based on the Sliding Fee Scale. Proof of income may include recent pay stubs, W-2's, tax returns and/or letters from employers or State/Federal agencies. For purposes of this policy, "income" includes earnings, unemployment compensation, workers' compensation, Social Security, Supplemental Security Income, public assistance, veteran's payments, survivor benefits, pension or retirement income, interest, dividends, rents, royalties, income from estates, trusts, educational assistance, alimony, child support, assistance from outside the home and other miscellaneous sources. Noncash benefits such as food stamps and housing subsidies do not count.

If the client qualifies for Charity Care under the Sliding Fee Scale, the CRR will forward the client name, client number and sliding fee discount percentage to the Billing Office. The Billing Office will apply the applicable discount to the client account and adjust any prior balances if necessary.

The CRR will re-evaluate approved clients for sliding fee eligibility annually.

If a client does not qualify for Charity Care under the Sliding Fee Scale, they may apply for consideration through the Financial Assistance Committee (FAC).



The FAC will meet bi-monthly, or as needed, to review submitted requests and make a determination on the amount of discount to apply, if any. A representative of the FAC will prepare and mail a letter to the client notifying them of the decision. The Billing Office will be provided a copy of this letter for the client's file.

Client will receive billing statements for any remaining balances. Unpaid balances will be sent to collections per the Collections Policy.

See Attachment A-3 for a current sliding fee scale.

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Effective Date: October 03, 2017

Updated: October 4, 2022

Contact Person: Controller