Fee Policy

The Center for Youth and Family Solutions (CYFS) accepts many private healthcare plans plus publicly funded programs such as Medicaid and Medicaid Managed Care Organizations. The agency expects that clients with coverage will use their health care coverage to help pay for covered services unless they opt to accept financial responsibility themselves.

Those clients who have no healthcare coverage or who cannot afford to pay their deductibles and/or copays can access the agency Sliding Fee Program. The sliding fee scale is based on income and family size and The Federal Poverty Guidelines are used in creating and annually updating the sliding fee schedule (SFS) to determine eligibility. Income refers to household earnings from any source of revenue. Savings and other assets are not a consideration in determining fees. Family Size refers to the number of people residing in the same family household. No documents are required to verify eligibility. CYFS 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, gender, gender expression, national origin, (dis)ability, religion, age, sexual orientation, residence, inability to pay, insurance coverage, or payor of record.

It is our policy to collect what clients can afford to pay for services, using the sliding fee scale to provide guidance regarding a reasonable fee. The agency will collect what the client can afford to pay. The agency may contact the client in an attempt to collect an outstanding balance, however the agency will not turn outstanding balances over to a collection agency.

The agency does not withhold services based on a person’s ability to pay. Sliding fee scale services are available regardless of race, color, national origin, age, ability, gender, sexual orientation, gender identity, gender expression, religion, income, or immigration status.

The Sliding Fee Scale agreement will be reviewed for each client annually and may be reviewed earlier if a client reports that their financial circumstances have changed.

SLIDING FEE PROGRAM PROCEDURE

The following guidelines are to be followed in providing the Sliding Fee Program.

1. Notification: CYFS will notify clients of the Sliding Fee Program by:

• Payment Policy will be reviewed with all clients at the time of initial service.

• Notification of the Sliding Fee Program will be offered to each client upon admission.

• Notification of the Sliding Fee Program will be included with service invoices sent out by CYFS.

• Information on our Sliding Fee Program and our Sliding Fee Form are available on CYFS’s website.

• CYFS posts notification of Sliding Fee Program in the clinic waiting area of each site.

2. Request for sliding fee: Requests for sliding fee rates may be made by clients, family members, social services staff, or others who are aware of existing financial hardship at any time during a client/family’s involvement in our Counseling Program. Information and forms can be obtained from the Front Desk, the Accounting Department, and the treating therapist.

3. Administration: The Sliding Fee Program procedure will be administered through the Director of Therapeutic Services or designee. Information about the Sliding Fee Discount Program policy and procedure will be provided to clients. Clinical staff are to assist with the discussions regarding fees, hardships, and completion of the application. This will assist in ensuring client and family dignity and confidentiality will be respected for all who seek and/or are provided health care services.

4. Completion of Application: Clinical staff will review our fees policy with all new clients at the first session. They will assist with the completion of the Sliding Fee Application and Agreement Form and setting of the fee based on the criteria presented. By signing the Sliding Fee Application and Agreement Form, persons are confirming their income to CYFS as disclosed on the application form.

5. Eligibility: Sliding fee rates will be based on income and family size only.

a. Family is defined as: a group of two people or more related by birth, marriage, or adoption and residing together; all such people (including related subfamily members) are considered as members of one family. CYFS may 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.

c. Savings and other assets are not considered in determining fees.

d. CYFS will not discriminate on the basis of an individual’s race, color, sex, gender, gender expression, national origin, (dis)ability, religion, age, sexual orientation, residence, inability to pay, insurance coverage, or payor of record.

6. Income verification: CYFS does not require proof of income and will accept reported income and client signature as verification.

7. Fees: Every client will be assessed with at least a nominal fee based on household income and family size. Fees are significantly lower for those at or below 200% of federal poverty level and can be negotiated to lower if the client is unable to pay the initially assessed fee. CYFS does not refuse services to anyone due to inability or refusal to pay.

8. 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 CYFS’s designated official. In such cases, the fee will be set to $0.

9. Applicant notification: Upon completion and determination of eligibility, the signed Sliding Fee Application and Agreement Form will be provided to the applicant(s) in writing and will include the agreed upon sliding fee rate, or, if applicable, the reason for denial. The client/family has the option to reapply anytime there has been a significant change in family income. When the applicant reapplies, charges incurred and unpaid for previous services can be adjusted to the new sliding fee rate.

10. Refusal to Pay: If a client verbally expresses an unwillingness to pay or does not pay the rate or fee set for the client at each session, the client will be contacted in writing regarding their payment obligations with an invoice of outstanding charges. Notification of the availability of the Sliding Fee Program and the option for a payment plan will be included on all invoices. 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, CYFS can explore options such as contacting the client by phone, discussing the outstanding fees in a follow-up service, offering a payment plan or the Sliding Fee Program, and/or the waiving of charges.

11. Record keeping: Information related to Sliding Fee Program agreements and fees will be maintained and preserved in the client’s health record.

a. Approved applications for the Sliding Fee Program will be entered into the electronic health record/practice management system, noting names of applicants of coverage and sliding fee scale rate. This will be visible only to behavioral health staff and the accounting department.

b. The accounting department will maintain a log identifying Sliding Fee Program recipients and dollar amounts.

12. Policy and procedure review: The Sliding Fee Application and Agreement Form will be updated annually based on the current Federal Poverty Guidelines. CYFS 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 services.

13. Budget: During the annual budget process, an estimated amount of Sliding Fee Program service will be placed into the budget as a deduction from revenue.