

Your Health Care Home: Paying for Your Health Care

Welcome. We are proud to be your health care home. As part of the Health Care Team, we want you to know that our goal is to provide you with quality health care services and to help you throughout the process. This brochure gives you information about the billing and payment process. It explains what you may have to pay for your health care services and how you can pay.



How can you pay for the services you receive?

Patients can pay for health services using....

- A private health insurance, OR
- A public health insurance like Medicaid, Medicare or Children's Health Insurance Program (CHIP), OR
- Sliding Fee Discount Schedule Program, OR
- Cash, check or credit card

What will you pay?

Type of insurance:	You will pay:
If you have a private health insurance	<ul style="list-style-type: none"> • a deductible and, • a copay
If you have Medicaid , you MIGHT have to pay:	<ul style="list-style-type: none"> • nothing
If you have CHIP	<ul style="list-style-type: none"> • a copay
If you have Medicare	<ul style="list-style-type: none"> • a copay
If you do not have health insurance but qualify for the Sliding Fee Discount Schedule Program :	<ul style="list-style-type: none"> • a nominal fee OR, • a discounted fee
If you do not qualify for the Sliding Fee Discount Schedule Program or you choose not to participate in it	<ul style="list-style-type: none"> • a regular fee

Terms to know

A deductible: amount of money you **MUST** pay before the insurance company starts paying its portion for your services.

Copay: a fixed amount of money that you **MUST** pay each time you receive a health care service.

Nominal Fee: Very small amount of money that pays part of the total costs of the services you receive.

Sliding Fee Discount Schedule Program: A program that looks at your income and family size to help qualify you for a discount.

When will you pay?

You will pay when you check in with the front desk or at the end of the visit.

What if you cannot pay at the time of service?

We may offer you:

- a payment plan, which means you will pay your bill in small amounts within a specific period of time, or
- a meeting with the patient financial counselor to help you with other payment options.



You will NOT be denied services even if you cannot pay. We will help you to find a solution to pay for your health care services.

Be Prepared...

If you have insurance, bring your insurance card and a picture I.D.

If you do not have health insurance, ask us about helping you with information on insurance and your eligibility.

If you want to apply for the Sliding Fee Discount Schedule Program know that...

You can apply to the program even if you have insurance. You also need to know that the discount is based on the size of the family and how much you earn in a year. To apply, you need to bring:

- a photo ID, like a driver's license, or a school ID
- a water, gas or electric bill with your name and address printed on it, or rent contract, and
- a pay-stub, the W-2 form, or an unemployment check stub

How the Sliding Fee Schedule Program Works



This family of 4 might not need to pay or pay just a nominal fee because they make very little money.



This family of 3 will pay a little MORE than the family of 4 because their family is smaller and make more money.



This family of 4 will pay a regular fee because they make enough money to pay the bill.

Remember... we are here to help you. We can help you understand your payment responsibilities. We will show you the cost of services, help you with your insurance or see if you qualify for a discount. We want to make the payment process easy, convenient and flexible for you.