

IMPORTANT REMINDERS:

- A Discount Application and Proof of Income are required to apply for the Sliding Fee Scale Program.
- Income verification MUST be provided to the center within thirty (30) days from the date of service. If not, the entire bill may become the responsibility of the patient.
- The Sliding Fee Scale information must be updated whenever there is a significant change, or at least every twelve (12) months, whether or not any changes have occurred.
- A \$10.00 minimum payment is required from all self-pay patients that qualify for a discount, and is collected prior to the patient receiving medical treatment.
- This discount applies to all clinical services provided at our office, but not those obtained elsewhere, such as pharmacy items or X-rays.
- Children are not eligible for the Sliding Fee Program since there are numerous agencies in the County available to assist them.

His Branches Health Services

Affiliated Offices



Grace Family Medicine

340 Arnett Blvd.
Rochester, NY 14619
Phone: 585-235-2250
Web: www.gfm3.org



Joy Family Medicine

918 N. Goodman St.
Rochester, NY 14619
Phone: 585-697-0004
Web: www.joymed.org

His Branches Health Services

SLIDING FEE SCALE PROGRAM



*Providing Medical Services
to People in Need
Regardless of Ability to Pay*

WHAT IS THE SLIDING FEE SCALE PROGRAM?

The Sliding Fee Scale Program allows adults who are uninsured or under-insured to receive healthcare services at a reduced cost. To be eligible for a Sliding Fee Discount, one must provide evidence of household income not exceeding double the federal poverty level, which varies depending upon the size of the family and the number of people that live in the household.

The maximum Sliding Fee Discount available is 100% and the minimum payment required from self-pay patients to receive service is \$10.

WHAT IS REQUIRED TO APPLY?

To apply for our Sliding Fee Scale Program an individual is required to:

- Complete a full Application
- Provide proof of “Household Income” or financial assistance

Household income is defined as “Gross income earned from all persons residing within the home.”

HOW DOES THE PROGRAM WORK?

When you call to make an appointment, you will be asked what type of insurance you have. If you have none, you will be asked to come prepared with evidence of your household income and a minimum payment of \$10.00. When you arrive, you will be asked to complete a Sliding Fee Scale Application, and copies will be made of your supporting documentation. A copy of the completed application will be provided to you and the original will be filed in your medical chart.

The documentation you supply will be used to determine the maximum discount to which you are entitled, up to 100%. The allowable discount is entered on the account and applied to any additional balance due on the account, which will be calculated at check-out.

If the required documentation has not yet been provided, the account will be flagged as “PENDING” until the information is received. The deadline for supplying this information is thirty (30) days from the date of service, or by the next appointment, whichever is sooner.

If the documentation is not provided within the allotted time frame, the full amount of the services rendered for the specific date(s) in question may become the full responsibility of the patient or guarantor.

UPDATE & PAYMENT REQUIREMENTS

Financial documentation for the Sliding Fee Scale Program must be updated at least EVERY TWELVE (12) MONTHS or if there is a significant change in your household income. At this time, the account will again be flagged as “PENDING” and you will be asked to provide current documentation verifying household income. The requested information must be supplied within thirty (30) days from the date of service, or by the next appointment, if sooner, in order to continue to qualify for the Sliding Fee Scale Discount.

If the account is not kept current and/or balances are not paid in a timely manner, you may be asked to agree to a payment plan. We are willing to work with you to develop a reasonable payment schedule based upon your ability to pay, but then it is very important that the agreed-upon amount is paid regularly and on time. If not, it may become necessary to place the account with a Collection Agency.

If this happens, the account will be “locked” and no further appointments can be made until the overdue balance is paid in full. If this is not possible, you will be asked to speak with our Billing Specialist or Office Manager to make other payment arrangements.