

Changes to FY14 Billing Guide for Family Planning Income Verification

The reason for the proposed change to how we screen income for Family Planning services is due to changes made by the NC Women's Health Branch. This change is noted under the Family Planning Policy Manual/Income Verification Policy Number 4.6. This change now allows Local Health Department's to require proof of income versus taking the income stated or reported by the client.

Page 4

Added

Family Planning Billing Policy for Self Pay and Third Parties

- Self-Pay clients will be given a bill that shows total charges, as well as any allowable discounts.
- Where a third party is responsible, bills are submitted to that party.
- Third parties authorized or legally responsible to pay for clients at or below 100% of the Federal Poverty Level are properly billed.
- Third party bills show total charges without any discounts.
- Bills to third parties show total charges without discounts unless there is a contracted reimbursement rate that must be billed per the third party agreement.

Page 5

Added

Delinquent Accounts

- Family Planning patients are not required to meet with the Health Director in attempt to collect a delinquent account.

Added "services received" to last sentence.

Service Consequences for Client of Delinquent Account

Exception: Any client who has Medicaid coverage will not be denied services because of an unpaid account balance. No Family Planning or STD client will be denied services because of the inability to pay for **services received** or for an unpaid account balance.

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Added

Donations

Voluntary donations for clients are permissible. However, clients must not be pressured to make donations, and donations must not be a prerequisite to the provision of services or supplies. Donations from clients do not waive billing/charging requirements set out above per Title X Section 6.3.

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Added " for reasons such as employment or school admission"

Tuberculosis (TB)

Is there a fee?

There are client fees for routine TB skin tests (or test waivers) **for reasons such as employment or school admission.**

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How does the Sliding Fee Scale Work?

Removed

- If a Family Planning client has no proof of income, any charge will be based on the amount of income reported by client statement.
- When client has insurance, but it is not one of our participating plans.
- When client has insurance but chooses not to use that coverage.

Added-last three bullets

- The Clinical Services Supervisor may make exceptions to the fee policies for those who are unable, for good cause, to pay for family planning services.
- Income reported for Family Planning financial eligibility screening can be used through other programs offered in the agency.
- The “Economic Unit is the method of income collection used to determine financial eligibility” for patient fees.

Changed

- Third bullet changed “refuses” to “declines”
- Will now read as follows:

How does the Sliding Fee Scale work?

- Clients must show proof of income and family size.
- Staff will use this information to determine what percent of fees a client must pay.
See Appendix 1: Sliding Fee Scale (page16)
- If income cannot be confirmed at the time of screening, or if a client **declines** to provide information to verify employment, the charge for services will be at 100% pay.
 - If proof of income is received at a later date, retroactive adjustments are limited to charges within the past 30 days.
- If clients report false information, they will no longer be allowed to use the sliding scale, except for Family Planning service fees.
- Eligibility for reduced fees will be re-checked:
 - anytime the client’s income and household size changes; and/or
 - once every 12 months.
- The Clinical Services Supervisor may make exceptions to the fee policies for those who are unable, for good cause, to pay for family planning services.
- Income reported for Family Planning financial eligibility screening can be used through other programs offered in the agency.
- The “Economic Unit is the method of income collection used to determine financial eligibility” for patient fees.

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5. Income Verification

Removed- “generally” from first sentence

Removed-(Verification is requested but not required for Family Planning services.)

Will now read as follows:

5. **Income Verification:** We require income verification before a client can be eligible for a sliding scale discount. Any **one** of the following is acceptable:

- current pay stubs
- signed note from employer that shows client’s income before taxes are taken out
- W-2 Forms
- unemployment letter
- award letter from Social Security Office, VA or Railroad Retirement Board
- 1099’s received from IRS
- paper from the IRS that shows client did not file taxes
- **Self-employed clients** may bring accounting records or income tax return for the most recent calendar year. (Entire tax return must be provided in order to allow deductions for business expenses.)