

Changes to FY17 Billing Guide

Pg. 3

Introduction

Changed/added wording – for clarification and to meet requirements

We consider the market rate, cost of service and Medicaid rate when establishing fees.

Changed and added wording

Medicaid rate and Market rate were not previously mentioned.

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Account Collections and Delinquent Accounts

Payments Accepted

Deleted wording – Not applicable

Deleted wording

Monetary donations shall be accepted and considered payment on an account balance

Pg. 6

Donations

Added wording – to clarify requirement

Voluntary donations are accepted from clients for all programs including family planning services. Clients will NOT be pressured to make donations, and donations are not a prerequisite for the provision of services or supplies.

Added wording

All programs including

Pg. 7

Residency Requirements for Services

Changed wording – to reflect what is occurring

Immunizations ** some adult vaccines (see note at right**)

Changed wording

Most changed to some

Pg. 8

Family Planning

Added wording - to clarify requirement

Priority for family planning services is to persons from low-income families and to individuals who would not otherwise have access to care. Inability to pay is not a barrier to the receipt of services. Services must be provided without the imposition of any durational residency requirement or requirement that the client be referred by a physician.

Added wording

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How is the fee paid?

Added wording - to clarify requirement

BCDH will bill other third party payers, only as a courtesy. The client is ultimately responsible for any uncovered charges based on a sliding fee scale.

Added wording

Based on a sliding fee scale

Pg. 9 & 10

Immunizations

Changed wording – to reflect what is occurring

Is there a fee?

☑ There **are** fees for some **adult and child** immunizations.

Is there a residency requirement?

Yes, for **some adult** immunizations the client must be a resident of Buncombe County. In accordance with state guidelines, some adult vaccines are provided regardless of county residence. (Contact Immunization Services for further information.)

Changed wording

Most changed to some

Pg. 19

Guidelines for Determining Eligibility for Sliding Fee Scale

Added/changed wording – to clarify programmatic requirements

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. If this situation occurs, documentation of the process is required.

Clients are not denied services or subjected to variation in quality of services because of the inability to pay.

Clients at or below 100% of the FPL are not charged for Family Planning services.

☑ Income reported for Family Planning financial eligibility screening can be obtained from other programs offered in the agency.

Added and Changed wording

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Obtained from