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**HEURISTIC HEALING INC.**

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**HH Inc and HQ2 FEE DISCOUNT PROGRAM POLICY**

**SUBJECT:** Sliding Fee Discount Program

**EFFECTIVE DATE:** March 1, 2005

**POLICY:** To make available free or discounted services to those in need.

**PURPOSE:** All patients seeking health care services at HH Inc and HQ2 are assured that they will be served regardless of ability to pay. No one is refused service because of lack of financial means to pay. This program is designed to provide free or discounted care to those who have no means, or limited means, to pay for their medical services (uninsured or underinsured).

HH Inc and HQ2 will offer a Sliding Fee Discount Program to all who are unable to pay for their services. HH Inc and HQ2 CLINIC 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, national origin, disability, religion, age, sexual orientation, or gender identity. The Federal Poverty Guidelines are used in creating and annually updating the sliding fee schedule to determine eligibility.

**PROCEDURE:**

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

1. Notification: HH Inc and HQ2 will notify patients of the Sliding Fee Discount Program by: • Payment Policy Brochure will be available to all patients at the time of service.

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

• Sliding Fee Discount Program application will be included with collection notices sent out by HH Inc and HQ2

• An explanation of our Sliding Fee Discount Program and our application form are available on HH Inc and HQ2 website.

• HH Inc and HQ2 places notification of Sliding Fee Discount Program in the clinic waiting area.

2. Request for discount: Requests for discounted services may be made by patients, family members, social services staff or others who are aware of existing financial hardship. The Sliding Fee Discount Program will only be made available in person, through telehealth, or phone. Information and forms can be obtained from the Front Desk and the Business Office.