

# New Hope Psychology and Nurse Practitioner-Psychiatry Services

## NHSC Sliding Fee Scale Policy

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### I. PURPOSE

To reduce or eliminate financial barriers to treatment.

### II. STANDARD

National Health Service Corps Sliding Fee Discount Schedule Information Package, Revised September 2023 according to US Federal Poverty Guidelines 2023

### III. DEFINITIONS

- a. **Family:** a group of two or more people (one of whom is the house holder) related by birth, marriage or adoption and residing together; all such people (including related subfamily members) are also considered as members of one family. DC will also accept non-related household members when calculating family size.
- b. **Income:** gross wages; salaries, tips; income from business and self-employment; unemployment compensation; social security; supplemental security income; Veteran's payments; survivor benefits; pension or retirement income; interest; dividends; royalties; income from rental properties, estates, and trusts; alimony; child support; assistance from outside of the household; and other miscellaneous sources.

### IV. POLICY

New Hope Psychology has an established policy to provide equal opportunity to all individuals in the provision of services, and that they shall benefit from all applicable programs, activities, and services without regard to race, color, sex, national origin, disability, religion, age, sexual orientation, or gender identity. No person will be turned away regardless of their ability to pay for services, whether uninsured or under-insured. Dignity and confidentiality will be respected for all who seek or who are provided healthcare services and/or financial assistance.

The Federal Poverty Guidelines are used in creating and annually updating the sliding fee schedule to determine eligibility.

The Sliding Fee Scale (SFS) will be updated on an annual basis, according to the latest US Federal Poverty Guidelines. The availability of a Sliding Fee Scale will be posted in the lobbies of New Hope Psychology sites and on the website. New Hope Psychology will also examine institutional practices which may serve as barriers preventing access to community care provisions.

Requests for discounted services may be made by individuals, family members or others who are aware of an existing financial hardship. Information and brochures will be made available at the front desk at each location.

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## V. APPLICATION

The Sliding Fee Scale is available to all individuals seeking services at New Hope Psychology.

## PROCEDURE

1. The following guidelines are to be followed in providing the Sliding Fee Discount at New Hope Psychology.
  1. New Hope Psychology will notify all individuals about the SFS at the time of service.
    - a. A brochure will be provided at the point of intake.
    - b. The application contains an explanation of the SFS discount program.
    - c. The availability of the SFS discount will be posted on the New Hope Psychology website.
    - d. New Hope Psychology lobby areas will contain postings of the SFS discount program.
  2. Requests for discounted services may be made by individuals, family members, staff, others who are aware of the existing financial hardships. Information and forms will be available at each location.
  3. The Sliding Fee Program will be administered by the finance department, CFO or designee. Information about the program and the policy will be provided to individuals seeking services. Staff will offer assistance with completion of the application.
  4. The member/ responsible party must complete the Sliding Fee Scale application in its entirety. Persons confirming their income are disclosed on the application form.
  5. Discounts are based on income and family size only.
  6. Applicants may provide one of the following: prior year W2, two most recent pay stubs, letter from employer, or form 4560-T (if W2 not filed). Self-employed individuals will be required to submit detail of the most recent three months of income and expenses for the business. Adequate information must be made available to determine eligibility for the program. Self- declaration of income may be used. Members who are unable to provide written verification may provide a signed statement of income. Individuals with income below above 100% of poverty, but at or below 200% poverty will be charged a nominal fee according to the attached sliding fee schedule and based on their family size and income. Members will not be denied services due to an inability to pay. The nominal fee is not a threshold for receiving care, and thus is not a minimum fee or co- payment.
  7. Members who are unable to pay the nominal fee or the discount fee may be approved to have their charges waived. Any waiving of charges will be documented in the members file along with an explanation.
  8. Once the application has been completed, the final determination will be provided in writing to the individual. It will include the percentage write off, or if applicable, the denial reason. If the application is approved for less than a 100% discount or is denied, New Hope Psychology will work with the member or the responsible party to establish payment arrangements. Sliding Fee applications cover outstanding balances for six months prior to the application date and any balances incurred within 12 months after the approved date unless there has been a significant change in family income. When an applicant reapplies, the look back period will be the lesser of six months or the expiration of their last SFS application.

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9. Please be advised that if six months of non-payment occurs on any account, collection procedures will begin, even if the patient account was accepted into the Sliding Fee Program. After six months of non-payment, a \$50 processing fee and 18% APR will be added to the account balance and a collection agency will be notified to begin collection activity on your account.
10. If an individual verbally expresses an unwillingness to pay or vacates the premises without paying for services, the individual will be contacted in writing regarding their payment obligations. If that individual is not on the SFS, the information regarding the discount program will be sent to them, along with an application. If the individual does not respond within 60 days, this constitutes a refusal to pay. New Hope Psychology will offer a payment plan, waive charges, or refer the member to collections.
11. During the annual budget review process, an estimated amount of SFS program service will be placed into the budget as a deduction from revenue.
12. Please complete the application that starts on page 4, and return it to us at New Hope Psychology, 125 Broad Street, One Broad Street Plaza, Glens Falls, NY 12801.

If you have any questions, or need help completing this application, please call us at (518) 744-7302

## New Hope Psychology and Nurse Practitioner-Psychiatry Services, PLLC Sliding Fee Scale Application

It is New Hope Psychology and Nurse Practitioner-Psychiatry Services, PLLC policy to provide essential services regardless of an individual's ability to pay. New Hope Psychology and Nurse Practitioner-Psychiatry Services, PLLC offers discounts based on family size and annual income.

Please complete the following information and return to the front desk to determine if you or members of your family are eligible for a discount.

The discount will apply to all services received at New Hope Psychology and Nurse Practitioner-Psychiatry Services not any services or equipment purchased outside including lab testing, medication, etc. You must complete this form every 12 months or if your financial situation changes.

NAME				
STREET	CITY	STATE	ZIP	PHONE

**Please list all household members, including those under age 18.**

	Name	Date of Birth
SELF		
OTHER		
OTHER		
OTHER		

# New Hope Psychology and Nurse Practitioner-Psychiatry Services, PLLC Sliding Fee Scale Application

Source	Self	Other	Total
Gross wages, salaries, tips, etc.			
Income from business and self-employment			
Unemployment compensation, workers' compensation, Social Security, Supplemental Security Income, veterans' payments, survivor benefits, pension, or retirement income			
Interest; dividends; royalties; income from rental properties, estates, and trusts; alimony; child support; assistance from outside the household; and other miscellaneous sources			
<b>TOTAL INCOME</b>			

I certify that the family size and income information shown above is correct.

Name (Print)

Signature  Date

### OFFICE USE ONLY

Patient Name: \_\_\_\_\_

Approved Discount: \_\_\_\_\_

Approved by: \_\_\_\_\_

Date Approved: \_\_\_\_\_

Verification Checklist	Yes	No
Identification/Address: Driver's license, utility bill, employment identification, or other		
Income: Prior year tax return, three most recent pay stubs, or other		

*Self-declaration of income may also be used.*

## Federal Poverty Guidelines for Sliding Fee Scale (SFS) Discount Program

New Hope Psychology and Nurse Practitioner-Psychiatry Services, PLLC provides essential mental health services regardless of the patient's ability to pay. New Hope Psychology and Nurse Practitioner-Psychiatry Services, PLLC offers sliding fee discounts based on family size and annual income. If you think you may qualify for our Sliding Fee Discount Program, ask for an application form from the reception area.

### Maximum Annual Income Amounts for each Sliding Fee Percentage Category (except for 0% discount):

Poverty Level	100%	110%	120%	130%	140%	150%	160%	170%	180%	190%	200%	>200%
Family Size	Discount 100%	Discount 90%	Discount 80%	Discount 70%	Discount 60%	Discount 50%	Discount 40%	Discount 30%	Discount 20%	Discount 15%	Discount 10%	Discount 0%
1	0 - 15,060	15,061 - 16,566	16,567 - 18,072	18,073 - 19,578	19,579 - 21,084	21,085 - 22,590	22,591 - 24,096	24,097 - 25,602	25,603 - 27,108	27,109 - 28,614	28,615 - 30,120	30,121+
2	0 - 20,440	20,441 - 22,484	22,485 - 24,528	24,529 - 26,572	26,573 - 28,616	28,617 - 30,660	30,661 - 32,704	32,705 - 34,748	34,749 - 36,792	36,793 - 38,836	38,837 - 40,880	40,881+
3	0 - 25,820	25,821 - 28,402	28,403 - 30,984	30,985 - 33,566	33,567 - 36,148	36,149 - 38,730	38,731 - 41,312	41,313 - 43,894	43,895 - 46,476	46,477 - 49,058	49,059 - 51,640	51,641+
4	0 - 31,200	31,201 - 34,320	34,321 - 37,440	37,441 - 40,560	40,561 - 43,680	43,681 - 46,800	46,801 - 49,920	49,921 - 53,040	53,041 - 56,160	56,161 - 59,280	59,281 - 62,400	62,401+
5	0 - 36,580	36,581 - 40,238	40,239 - 43,896	43,897 - 47,554	47,555 - 51,212	51,213 - 54,870	54,871 - 58,528	58,529 - 62,186	62,187 - 65,844	65,845 - 69,502	69,503 - 73,160	73,161+
6	0 - 41,960	41,961 - 46,156	46,157 - 50,352	50,353 - 54,548	54,549 - 58,744	58,745 - 62,940	62,941 - 67,136	67,137 - 71,332	71,333 - 75,528	75,529 - 79,724	79,725 - 83,920	83,921+
7	0 - 47,340	47,341 - 52,074	52,075 - 56,808	56,809 - 61,542	61,543 - 66,276	66,277 - 71,010	71,011 - 75,744	75,745 - 80,478	80,479 - 85,212	85,213 - 89,946	89,947 - 94,680	94,681+
8	0 - 52,720	52,721 - 57,992	57,993 - 63,264	63,265 - 68,536	68,537 - 73,808	73,809 - 79,080	79,081 - 84,352	84,353 - 89,624	89,625 - 94,896	94,897 - 100,168	100,169 - 105,440	105,441+
9	0 - 58,100	58,101 - 63,910	63,911 - 69,720	69,721 - 75,530	75,531 - 81,340	81,341 - 87,150	87,151 - 92,960	92,961 - 98,770	98,771 - 104,580	104,581 - 110,390	110,391 - 116,200	116,201+
10	0 - 63,480	63,481 - 69,828	69,829 - 76,176	76,177 - 82,524	82,525 - 88,872	88,873 - 95,220	95,221 - 101,568	101,569 - 107,916	107,917 - 114,264	114,265 - 120,612	120,613 - 126,960	126,961+
11	0 - 68,860	68,861 - 75,746	75,747 - 82,632	82,633 - 89,518	89,519 - 96,404	96,405 - 103,290	103,291 - 110,176	110,177 - 117,062	117,063 - 123,948	123,949 - 130,834	130,835 - 137,720	137,721+
12	0 - 74,240	74,241 - 81,664	81,665 - 89,088	89,089 - 96,512	96,513 - 103,936	103,937 - 111,360	111,361 - 118,784	118,785 - 126,208	126,209 - 133,632	133,633 - 141,056	141,057 - 148,480	148,481+
13	0 - 79,620	79,621 - 87,582	87,583 - 95,544	95,545 - 103,506	103,507 - 111,468	111,469 - 119,430	119,431 - 127,392	127,393 - 135,354	135,355 - 143,316	143,317 - 151,278	151,279 - 159,240	159,241+
14	0 - 85,000	85,001 - 93,500	93,501 - 102,000	102,001 - 110,500	110,501 - 119,000	119,001 - 127,500	127,501 - 136,000	136,001 - 144,500	144,501 - 153,000	153,001 - 161,500	161,501 - 170,000	170,001+

Based on the 2024 Federal Poverty Guidelines (FPG) for the 48 contiguous states and the District of Columbia.