



POSITIVE CONNECTIONS PLUS, LLC

Adjusted Rate Application

It is the policy of Positive Connections Plus, LLC to provide essential services regardless of the patient's ability to pay. Discounts are offered 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 this clinic, but not those services or equipment that are purchased from outside, including reference laboratory testing, drugs, and x-ray interpretation by a consulting radiologist, and other such services. This form must be completed every 12 months or if your financial situation changes.

NAME OF HEAD OF HOUSEHOLD			PLACE OF EMPLOYMENT	
STREET	CITY	STATE	ZIP	PHONE

Proof of residency, i.e. utility bill, rental agreement, etc., is required to be included with this application.

Please list spouse/significant other and dependents under age 18 (if you are the sole provider for an adult over 18 include as dependent and explain):

NAME	DATE OF BIRTH	NAME	DATE OF BIRTH
SELF		DEPENDENT	
SPOUSE/SIGNIFICANT OTHER		DEPENDENT	
DEPENDENT		DEPENDENT	
DEPENDENT		DEPENDENT	



Annual Household Income

SOURCE	SELF	SPOUSE/SO	OTHER	TOTAL
<i>Gross wages, salaries, tips, etc...</i>				
<i>Income from business, self-employment, and dependents</i>				
<i>Unemployment compensation, workers' compensation, Social Security, Supplemental Security Income, public assistance, veterans' payments, survivor benefits, pension or retirement income</i>				
<i>Interest, dividends, rents, royalties, income from estates, trusts, educational assistance, alimony, child support, assistance from outside the household, and other miscellaneous sources.</i>				
Total Income				

NOTE: Copies of tax returns, pay stubs, or other information verifying income will be required before a discount is approved.

I certify that the family size and income information shown above is correct. I understand making false statements or omitting information will disqualify me from the Adjusted Rate Program. I understand it is my responsibility to report any changes to my family size or income to the front office. I understand if offered a payment arrangement and I refuse or fail to pay it will void any agreement including the Adjusted Rate Program. I understand I will be financially responsible for the full charge for services which will be subject to collection procedures.

Name of Client

Signature of Client, Parent, or Guardian

Date

Signature of Positive Connections Plus, LLC Staff

Date

Office Use Only

Client Full Name: _____

Approved Discount: _____

Approved by: _____

Date Approved: _____

VERIFICATION CHECKLIST	YES	NO
Identification/Address: Driver's License, utility bill, employment ID, or other		
Income: Prior year tax return, three most recent pay stubs, Department of Labor 'Screen 7' report or other including statement of no income		
Insurance: Insurance cards		



POSITIVE CONNECTIONS PLUS, LLC

Adjusted Rate Application

SUBJECT: Adjusted Rate Program

EFFECTIVE DATE: April 1, 2019

POLICY: To make available discount services to those in need.

PURPOSE:

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). In addition to quality healthcare, patients are entitled to financial counseling by someone who can understand and offer possible solutions for those who cannot pay in full. The Patient Account Representative's role is that of patient advocate, that is, one who works with the patient and/or guarantor to find reasonable payment alternatives.

POSITIVE CONNECTIONS PLUS, LLC will offer a Adjusted Rate Program to all who are unable to pay for their services. POSITIVE CONNECTIONS PLUS, LLC will base program eligibility on a person's ability to pay and will not discriminate on the basis of age, gender, race, sexual orientation, creed, religion, disability, or national origin. The Federal Poverty Guidelines are used in creating and annually updating the sliding fee schedule (SFS) to determine eligibility.

PROCEDURE: The following guidelines are to be followed in providing the Adjusted Rate Program.

1. **Notification:** Positive Connections Plus, LLC will notify patients of the Adjusted Rate Program by:
 - Payment Policy Brochure will be available to all uninsured patients at the time of service.
 - Notification of the Adjusted Rate Program will be offered to each uninsured patient upon admission.
 - Adjusted Rate Program application will be included with collection notices sent out by Positive Connections Plus, LLC
 - An explanation of our Adjusted Rate Program and our application form are available on POSITIVE CONNECTIONS PLUS, LLC's website.
 - POSITIVE CONNECTIONS PLUS, LLC places notification of Adjusted Rate Program in the clinic waiting area.
2. All patients seeking healthcare services at POSITIVE CONNECTIONS PLUS, LLC 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.**
- 3.



4. **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 Adjusted Rate Program will only be made available for clinic visits. Information and forms can be obtained from the Front Desk and the Business Office.
5. **Administration:** The Adjusted Rate Program procedure will be administered through the Clinical Director or her/his designee. Information about the Adjusted Rate Program policy and procedure will be provided and assistance offered for completion of the application. Dignity and confidentiality will be respected for all who seek and/or are provided charitable services.
6. **Alternative payment sources:** All alternative payment resources must be exhausted, including all third-party payment from insurance(s), Federal and State programs.
7. **Completion of Application:** The patient/responsible party must complete the Adjusted Rate Program application in its entirety. By signing the Adjusted Rate Program application, persons authorize POSITIVE CONNECTIONS PLUS, LLC access in confirming income as disclosed on the application form. Providing false information on a Adjusted Rate Program application will result in all Adjusted Rate Program discounts being revoked and the full balance of the account(s) restored and payable immediately.

If an application is unable to be processed due to the need for additional information, the applicant has two weeks from the date of notification to supply the necessary information without having the date on their application adjusted. If a patient does not provide the requested information within the two week period, their application will be re-dated to the date on which they supply the requested information. Any accounts turned over for collection as a result of the patient's delay in providing information will not be considered for the Adjusted Rate Program.

8. **Eligibility:** Discounts will be based on income and family size only. POSITIVE CONNECTIONS PLUS, LLC uses the Census Bureau definitions of each.
 - a. Family is defined as: a group of two people or more (one of whom is the householder) related by birth, marriage, or adoption and residing together; all such people (including related subfamily members) are considered as members of one family.
 - b. Income includes: earnings, unemployment compensation, workers' compensation, Social Security, Supplemental Security Income, public assistance, veterans' payments, survivor benefits, pension or retirement income, interest, dividends, rents, royalties, income from estates, trusts, educational assistance, alimony, child support, assistance from outside the household, and other miscellaneous sources. *Noncash benefits (such as food stamps and housing subsidies) do not count.*



9. **Income verification:** Applicants must provide one of the following: prior year W-2, two most recent pay stubs, letter from employer, or Form 4506-T (if W-2 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 only be used in special circumstances; specific examples include participants who are homeless. Patients who are unable to provide written verification must provide a signed statement of income, and why (s)he is unable to provide independent verification. This statement will be presented to POSITIVE CONNECTIONS PLUS, LLC's CEO or her designee for review and final determination as to the sliding fee percentage. Self-declared patients will be responsible for 100% of their charges until management determines the appropriate category.
10. **Discounts:** Those with incomes at or below 100% of poverty will receive a full 100% discount. Those with incomes above 100% of poverty, but at or below 200% poverty, will be charged according to the attached sliding fee schedule. The sliding fee schedule will be updated during the first quarter of every calendar year with the latest Federal Poverty Guidelines.
11. **Nominal Fee:** Patients receiving a full discount will be assessed a \$5 nominal charge per visit. However, patients 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.
12. **Waiving of Charges:** In certain situations, patients may not be able to pay the nominal or discount fee. Waiving of charges may only be used in special circumstances and must be approved by POSITIVE CONNECTIONS PLUS, LLC's CEO, CFO, or their designee. Any waiving of charges should be documented in the patient's file along with an explanation (e.g., ability to pay, good will, health promotion event).
13. **Applicant notification:** The Adjusted Rate Program determination will be provided to the applicant(s) in writing, and will include the percentage of Adjusted Rate Program write off, or, if applicable, the reason for denial. If the application is approved for less than a 100% discount or denied, the patient and/or responsible party must immediately establish payment arrangements with POSITIVE CONNECTIONS PLUS, LLC. Adjusted Rate Program applications cover outstanding patient balances for six months prior to application date and any balances incurred within 12 months after the approved date, unless their financial situation changes significantly. The applicant has the option to reapply after the 12 months have expired or anytime there has been a significant change in family income. When the applicant reapplies, the look back period will be the lesser of six months or the expiration of their last Adjusted Rate Program application.
14. **Refusal to Pay:** If a patient verbally expresses an unwillingness to pay or vacates the premises without paying for services, the patient will be contacted in writing regarding their payment obligations. If the patient is not on the sliding fee schedule, a copy of the Adjusted Rate program application will be



sent with the notice. If the patient does not make effort to pay or fails to respond within 60 days, this constitutes refusal to pay. At this point in time, POSITIVE CONNECTIONS PLUS, LLC can explore options not limited, but including offering the patient a payment plan, waiving of charges, or referring the patient to collections.

15. Record keeping: Information related to Adjusted Rate Program decisions will be maintained and preserved in a centralized confidential file located in the Clinical Director's Office, in an effort to preserve the dignity of those receiving free or discounted care.

- a. Applicants that have been approved for the Adjusted Rate Program will be logged in a password protected document on POSITIVE CONNECTIONS PLUS, LLC shared directory, noting names of applicants, dates of coverage and percentage of coverage.
- b. The Clinical Director will maintain an additional monthly log identifying Adjusted Rate Program recipients and dollar amounts. Denials will also be logged.

16. Policy and procedure review: Annually, the amount of Adjusted Rate Program provided will be reviewed by the CEO and/or Comptroller. The SFS will be updated based on the current Federal Poverty Guidelines. Pertinent information comparing amount budgeted and actual community care provided shall serve as a guideline for future planning. This will also serve as a discussion base for reviewing possible changes in our policy and procedures and for examining institutional practices which may serve as barriers preventing eligible patients from having access to our community care provisions.

17. Budget: During the annual budget process, an estimated amount of Adjusted Rate Program service will be placed into the budget as a deduction from revenue. Owner approval for Adjusted Rate Program will be sought as an integral part of the annual budget.

ATTACHMENTS:

2019 Annual Income Thresholds

Patient Application for the Adjusted Rate Program

APPROVAL DATE: _____

REVIEWED BY: _____