



0405 Castle Creek Rd., Suite 201. Aspen, CO 81611, Phone: (970) 920-5420. FAX: (970) 920-5419

FEE COLLECTION POLICY AND PROCEDURES

1. Client's financial information is compared to the current federal poverty guidelines. There is no charge for a client whose income is at or below 100% of poverty.
2. Clients whose income falls between 101% and 350% of the current Federal Poverty Guidelines are charged according to our sliding fee schedule.
3. Clients above 350% of poverty will be charged full price.
4. Our sliding fee schedule is reviewed annually and updated as needed. This is done based upon cost analysis data performed every 3 years or a change in expenses.
5. Client income and family size must be documented in the client's chart. Computer files are considered part of the client's record. The client's written statement of income and family size is taken at the client's word. Client income and family size is updated at least annually at each annual exam or when the client updates information.
6. No person is denied Title X services because of inability to provide income information or ability to pay.
7. CHS will send statements on select accounts only. The Practice Management System (PMS) currently in use does not allow for a numerical description of the service provided therefore the statement is not considered confidential.
8. CHS will send statements only on those accounts that have a \$200 balance. Staff will ensure that the description of the service is blacked-out prior to sending.
9. If a client is unable to pay on the date of service, inform the client that we can schedule automated payments to a credit or debit card. Staff will make every effort to collect fees at the time of service and when clients return for subsequent visits
10. If a client's charges are waived or decreased for extenuating circumstances, this must be documented on the superbill.
11. If a minor seeks confidential/anonymous services, the minor is income-coded on the basis of the minor's income and family size.
12. Clients are provided with a statement of services that detail the full charges, discounts, amount paid, and the balance, if any, which the client is expected to pay.
13. If the client has public or private insurance, reasonable efforts are made to obtain third party payment without the application of any discounts.
14. Clients with insurance and whose family income is at or below 250% should not pay more in copayment than what they would otherwise pay when the sliding fee scale is applied.
15. There is no schedule of donations; no bill is sent to client for donations; no coercion is involved; and no amount for a donation is suggested. We have a sign posted at the front desk that says we accept donations.
16. Each client is informed about the Title X requirements related to sliding fee scales and is posted in agency clinics or given to clients in writing.

17. All dollars received in client fees, insurance income and donations are considered Title X grant related income and can only be used for Title X efforts.