



**MTF Counseling Resources, LLC  
Sliding Fee Discount Program Policy (Revised 2024)**

**MTF Counseling Resources, LLC policies is to make available free discounted services to those in need.**

**Purpose:**

MTF Counseling Resources, LLC (MTF) recognizes the individual's right to quality health care regardless of an individual's ability to pay; whether payment for services would be made under Medicare, Medicaid, or CHIP; and the individual's race, color, sex, national origin, disability, religion, age, sexual orientation, or gender identity. MTF will determine eligibility for financial assistance based on family size and income.

**Procedure:**

MTF will make efforts to notify patients and the community of this policy, the ability to obtain financial assistance, and the qualification requirements for such assistance. All communications will be written in an appropriate format and language to be understood by the general public.

- Post signs at the admission areas
- Provide information on website
- Provide Sliding Fee Applications to patients at the front desk

Identification of patients with a potential need for financial assistance will also be accomplished by a variety of screening opportunities including:

- A. Admissions/registration personnel based upon information received during the registration process.
- B. Social Services personnel based upon information during the initial visit and discharge planning.
- C. Support staff based upon information received during discussions with family and/or the patient.
- D. Business office personnel based upon status of accounts and discussions with the responsible party.
- E. Accounts receivable reports. This document has been prepared in accordance with the site reference guidelines.

MTF's staff will identify client(s) with potential need will notify the client through admissions or billing office. Staff or the notified client advocate will educate the client or guarantor about the financial assistance policy and will provide an application for financial assistance. If necessary, staff may assist the client in completing the application; however, the completion of an application and providing all necessary supporting documentation is the client's responsibility. Client may also request an application to be mailed to the by calling MTF's front desk. If applicants having difficulties understanding or completing the application are encouraged to meet with MTF's front desk. The client is required to complete MTF's financial assistance application form and supply all personal, financial, and other information requested on the application in order for MTF to make a determination of financial need.

**Eligibility Criteria for Granting Financial Assistance:**

MTF's financial assistance application is available to all clients served at our facility and eligibility for sliding fee discounts is based on income and family size only. Eligibility will be determined by income level based on the current poverty guidelines established by the Department of Health and Human Services. Individuals/families under 100% of the FPG are eligible for a full discount. Those with incomes above 100% of poverty, but at or below PERCENTAGE% of poverty, will be charged a discounted fee according to the attached sliding fee schedule. However, client will not be denied services due to an inability to pay.

**Definition of Income:**

Income includes gross wages; salaries; tips; 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. Income verification: Applicants may 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 details 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. Clients who are unable to provide written verification may provide a signed statement of income.

**Definition of a Family:**

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. MTF will also accept nonrelated household members when calculating family size. Record Keeping and Approval/Denial Process Applications will be processed in a timely manner after receipt of required information. Notification of financial assistance will be made to the client/guarantor by contact from MTF Executive Director or by staff upon final determination for applications received. The eligibility of each client will be approved and authorized based on this policy. All financial documentation pertaining to the application and determination will be kept confidential. Documents will be destroyed as established in the MTF's Record Retention Policy.

**Refusal to Pay:**

If a patient verbally expresses an unwillingness to pay or vacates the premises without paying for services, the client will be contacted in writing regarding their payment obligations. If the client is not on the sliding fee schedule, a copy of the sliding fee discount program application will be sent with the notice. If the client does not make an effort to pay or fails to respond within 60 days, this constitutes refusal to pay. At this point in time, MTF can explore options not limited to, but including offering the client a payment plan or waiving of charges.

**Policy and Procedure Review:**

The Sliding Fee Schedule will be updated based on the current Federal Poverty Guidelines. MTF will also review possible changes in our policy and procedures and for examining institutional practices which may serve as barriers preventing eligible client from having access to services. Frequency of Re-Evaluation MTF will re-evaluate applicants' financial situation annually to determine, if they still qualify. In cases where unusual circumstances arise such as a change in income or unexpected medical expenses, MTF will re-evaluate to determine if the applicant still qualifies.

**Nominal Fees:**

MTF does not charge nominal fees for our services.