



4128 Hayward Ave., Baltimore, MD 21215 | 1(410) 314-1030 (Phone) | (410) 205-1673 (Fax)
baltimore@mdwellness.org | www.mdwellness.org

Sliding Fee Discount Program (SFDP) Policy

I. POLICY

A Sliding Fee Discount Program will be provided to eligible individuals on the basis of their ability to pay for services. The ability to pay will be determined by the household annual income and family size and the lack of health insurance coverage. This policy will be applied uniformly to all individuals and families. Eligibility will be applied to those individuals and families with annual incomes at or below 200% of the Federal Poverty Guidelines. Maryland Wellness will not deny access to services based upon an individual's race, color, sex, age, national origin, disability, religion, gender identity or sexual orientation.

II. DEFINITIONS

For the purposes of this Policy, the following definitions will apply to the corresponding terms:

1. *Income*- Determined by the total taxable household income, including any earned wages, salaries, tips, employee pay, or income.
2. *Family Size*- Determined by the total number of household members, as listed on the SFDP Patient Application.
3. *Clinic Tracker*- The company's current Electronic Health Records System, which houses all client information related to receiving services at Maryland Wellness, and which follows all applicable data collection, protection, and privacy laws and guidelines.

III. ADVERTISEMENT

Signage will be displayed in the office's common areas to inform all staff, clients, and visitors of the company's SFDP. Company's policy on not denying services to any individual on the basis of inability to pay will be shared on the company's website. Staff will be trained on communicating this policy to clients and community, including during outreach presentations, social media forums, and client orientation (welcome packet and intake).

IV. PROCEDURE

- As part of the registration process, the admissions team will discuss payment options for rendered services, which includes determining if the potential client will be using coverage under a health insurance plan and the availability of the company's Sliding Fee Discount Program (SFDP).

- Individuals interested in applying for SFDP must provide household income as well as report the number of household members they are responsible for.
- Household income will be verified by providing at least one of the following forms of documentation for **INITIAL registration**:
 - a. Two Paycheck stubs (most recent).
 - b. Unemployment check stub, if applicable.

For clients that have treatment plans that are **over three months long** or **have been a client for over three months** under the SFDP, income verification must be completed by verifying the two most recent federal income tax returns (Form 1040). The agency also reserves the right to request income verification periodically, especially in scenarios of aged income tax returns.

- The Admissions team member will send an email to the Billing team with the relevant information. The Billing team will review the information submitted and make a determination of whether the client is eligible and what their applicable fees will be.
- The client will be informed if they are approved and what are the expected fees for services based on the Sliding Fee Schedule. Payment will be requested before the first appointment to validate ability to complete the transaction. Credit card information will be saved on file in NextGen for payment processing, though, client will receive an invoice for services and can pay via Patient Portal, phone in or in person.
- The Billing team will be notified of the client's participation in SFDP for the purposes of collecting payment for services rendered. For any missed collections, the billing team will contact the client to confirm a payment amount prior to processing the card. Simultaneously, the billing team will send monthly statements. Maryland Wellness does not currently work with a collection agency, so all collection is done in-house.

V. **FREQUENCY OF PATIENT ELIGIBILITY RE-EVALUATION**

- Patients who qualify for SFDP will be reviewed periodically. Clients may be required to re-verify household size and income and any changes to health benefits.
- SFDP Schedule will be reviewed annually and adjusted at the company's discretion. Income rates for determining eligibility will be adjusted to meet annual Federal Poverty Guidelines. Charge rates, including nominal charges, are generally driven by Medicaid fee schedule rates.