Sliding Fee Discount Program

Effective: June 1, 2022

Purpose:

This program is designed to provide 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.

Rheumatology Associates of Delmarva (RAD) will offer a Sliding Fee Discount Program to all who are unable to pay for their services. RAD will base program eligibility on a person's ability to pay and will not discriminate based on age, gender, race, sexual orientation, creed, religion, disability, or national origin.

Procedure: The following guidelines are to be followed in providing the Sliding Fee Discount Program.

1. Notification: RAD will notify patients of the Sliding Fee Discount Program by:

\* An explanation of our Sliding Fee Discount Program and application form are available on RAD's website.

\* RAD has applications available at the front desk, and billing department.

2. 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 Sliding Fee Discount Program will EXCLUDE: medication, supplies or equipment that are purchased from the outside. Discounted services would apply effective the date of application approval going forward.

3. Administration: The sliding Fee Discount Program procedure will be administered through the Director of Billing Operations or his/her designee. Information about the Sliding Fee Discount 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.

4. Completions of Application: The patient/responsible party must complete the Sliding Fee Discount Program applications in its entirety. By signing the Sliding Fee Discount Program application, Persons are authorizing RAD access in confirming income as disclosed on the application form. Providing false information on a Sliding Fee Discount Program applications will result in all Sliding Fee Discount Program discounts being revoked and the full balance of the account(s) restored and payable immediately. All efforts will be made to collect these outstanding balances.

Initial Application: If an application is unable to be processed due to the need for additional information, the applicant has two weeks for the date of notification to supply the necessary information without having the date on the application adjusted. If a patient does not provide the requested information within the two-week time period, their application will be re-dated to the date on which they supply the requested information. Any accounts turned over for collections because of the patient's delay in providing information will not be considered for the Sliding Fee Discount Program.

Renewal Applications: A patient who receives discounted services under this policy is required to submit an updated application every 12 months or if their financial situations changes. Failure to meet the annual financial information requirement may result in the patient no longer being eligible for the Sliding Fee Discount Program. It is solely the patient's responsibility to reapply for the Sliding Fee Discount Program. If a patient does not submit the renewal information, they are no longer eligible for the discounted services.

5. Eligibility: Discounts will be based on household income and family size only. RAD defines a Family as head of household, spouse, and dependent children.

6. Income includes: earnings, unemployment compensation, workers compensation, Social 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.

7. Income verification: Applicants must provide the following: Prior years income tax returns are encouraged as proof of income. However, the following are also acceptable: W-2 forms, Social Security notice, last two pay stubs, or unemployment award notice.

8. Applicant notification: The Sliding Fee Discount Program determination will be provided to the applicant(s) in writing and will include the percentage of Sliding Fee Discount Program write off, or, if applicable, the reason for denial. The applicant has the option to reapply anytime there has been a significant change in family income.

9. Record keeping: Information related to Sliding Fee Discount Program decisions will be maintained and preserved in a centralized confidential file located in the Director of Billing Operations office, in an effort to preserve the dignity of those receiving discounted care.