

Title of Manual: Mid-South Substance Abuse Commission Policy and Procedures			Page 1 of 3	
			History	
Policy Number: F004	Subject/Title: Standardized Sliding Fee Scale Policy		Replaces:	8/2004
			Last Reviewed:	3/2009
Issued By: Executive Director	Approved By: Board of Directors Date: 04/27/2009	Scope: All Treatment Providers	Effective:	04/27/2009

1. **POLICY**

Mid-South is mandated by the Michigan Department of Community Health/Office of Drug Control Policy to have a standardized sliding fee scale. This is used to fiscally manage the Community Grant funds for substance abuse treatment services to the indigent, the uninsured/low-income, and under-insured/low-income individuals within its region. Mid-South manages the funds for substance use disorder (SUD) treatment services for Medicaid recipients within its region as well, but the sliding fee scale does not apply.

This policy is implemented to standardize practices in determining eligibility for Community Grant funding through the use of the regional sliding fee scale and determination of waivers to the regional sliding fee scale in conjunction with regular reviews of eligibility. The Standardized Sliding Fee Scale shall be utilized in all Mid-South Community Grant SUD treatment providers which contract for any of the following services: SARF, outpatient, intensive outpatient, methadone dosing, detoxification, case management, early intervention, recovery supports, or residential (including room and board).

2. **APPLICATION**

The regional sliding fee scale must be applied to all persons (except Medicaid recipients) seeking SUD treatment. As a Mid-South contracted SUD treatment provider, services may not be denied solely due to inability to pay. If a person's income falls within the regional sliding fee scale, clinical need must be determined through the standard assessment and patient placement process. If the person is determined to be financially and clinically eligible, the procedures described below must be followed.

3. **PROCEDURES**

- 3.1. Determination of insurance, client ability to pay, and other funding availability, including other public sources, must be made and documented before Mid-South Community Grant funds can be applied for treatment services. Mid-South Community Grant funds are to be accessed as the payer of last resort. In other words, when all other first and third parties are exhausted or documented attempts to collect are retained, then Community Grant funds can be accessed for payment.
- 3.2. If the person has third party insurance, that insurance must be utilized to its full extent. For more information on coordination of insurance benefits please refer to the Insurance Benefits Policy F002.
- 3.3. The Mid-South contracted SUD treatment providers are to make every reasonable effort to collect 1st and 3rd party fees, where applicable. Any under-recoveries of otherwise available fees resulting from failure to bill for eligible services will be excluded from reimbursable expenditures/services.

4. **DETERMINATION**

Title of Manual:		Page 2 of 3	
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- 4.1. Upon admission to treatment, the provider staff will verify the financial information supplied on the Determination of Financial Eligibility Worksheet, and have the client sign a separate fee agreement at the provider. The accuracy of financial information in client files remains the responsibility of the service provider. Instructions for Completing Determination of Financial Eligibility Worksheet are located on our website.
- 4.2. Current Gross Income - A current gross income ability to pay will be utilized to determine a client's ability to contribute to the cost of treatment services.
- 4.3. Reimbursable services may be billed to Mid-South only after fees in the amount equal to the calculated per contracted hourly or daily reimbursement rate have been charged to the client. It is not required that the fees be collected prior to billing Mid-South. Uncollected client fees may not be charged to Mid-South.
- 4.4. A client fee agreement must be used by all treatment providers. Any agreement must contain at a minimum all of the elements contained in the sample provided on our website.
- 4.5. Minimally, provider staff must review the financial information at least every 90 days. It is recommended, however, that periodic reviews be performed monthly, especially in the case of potential Medicaid eligible clients.

5. WAIVERS

- 5.1. Waiver of full client fees:
 - 5.1.1. The SUD treatment provider is required to retain the Waiver of Full Client Fee Authorization Form in the client file. This form must be signed and approved by the program's Executive Director or Finance Director. The form is available on our website.
- 5.2. The following are appropriate extenuating circumstances to be considered for a waiver of full client fees:
 - 5.2.1. Homelessness – without permanent address, without income, no disability income, and no other income;
 - 5.2.2. Jail – currently incarcerated no fees can be collected;
 - 5.2.3. Jail – from the date of release from jail a one-time 30 day waiver of fees, if needed, due to financial stresses;
 - 5.2.4. For Adolescents, in addition to the above:
 - 5.2.4.1. Lack of parental involvement - parental refusal to pay;
 - 5.2.4.2. Lack of parental involvement – no parental signature/permission to bill insurance.
- 5.3. Waiver of partial client fees
 - 5.3.1. If the director of the provider determines that extenuating circumstances will cause a client undue financial hardship in meeting his/her ability to pay, the director using his/her discretion may reduce the regional sliding fee scale rate. The minimum client fee can be no less than \$1.00 per encounter.
 - 5.3.2. The circumstances which warrant a waiver or reduction of client fees must be clearly documented in the file, signed, and dated by the program director before the client is seen again for services.

Title of Manual: Mid-South Substance Abuse Commission Policy and Procedures			Page 3 of 3	
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6. DATA REPORTING

For the purposes of completing the client admission and discharge data forms, the personal and household income items should be completed according to the instructions in the data manual. It is recognized these figures may not agree with those calculated on the Determination of Financial Eligibility Worksheet.

7. MISSED APPOINTMENTS

Providers may charge clients a “no show” fee for missed or cancelled appointments within 24 hours of the scheduled appointment. The providers may not bill Mid-South for missed or cancelled appointments, regardless of whether or not the client pays the "no show" fee. Medicaid clients cannot be charged for missed or cancelled appointments.

8. NO SHOW FEES

A no show fee shall not exceed \$20.00. A no show fee cannot be charged to Medicaid recipients.

9. TRAININGS

Mid-South will hold periodic trainings on an as-needed basis on the administration of the regional sliding fee scale policy and procedures. All contracted SUD treatment service providers will be held responsible for the information provided at these trainings and will ensure that at least one designated representative attends. Contracted SUD treatment service providers may request additional training and/or technical assistance from Mid-South on an as-needed basis.

10. MONITORING

All contracted SUD treatment providers will be monitored by Mid-South to ensure compliance with these procedures. Non-compliance could result in financial repayment to the Mid-South.

References:

Standardized Sliding Fee Scale
Determination of Financial Eligibility Worksheet
Instructions for Completing Determination of Financial Eligibility Worksheet
Sample Client Fee Agreement
Insurance Benefit Policy F002
Form F103- Waiver of Full Client Fee Authorization