

New London Counseling Center Sliding Fee Scale Policy and Procedure

New London Counseling Center is an outpatient clinic that serves the Southern Chester County (PA) community. We are committed to promoting the emotional, relational and spiritual well-being of individuals and families through the provision of high quality, compassionate therapy and educational workshops. This organization aims to make services accessible to the entire community. Our goal is to provide high-quality patient care and remove financial barriers to treatment by subsidizing services to those with financial need. We operate on a fee-for-service basis.

Policy:

New London Counseling Center maintains a standardized procedure for qualifying patients for sliding scale fee discounts for services provided. Sliding scale fee discounts are available to patients with incomes at or below the federal poverty guidelines. Sliding fee scale discounts apply to all directly provided mental health treatment services by New London Counseling Center Staff.

Procedure:

1. New London Counseling Center Staff will inform all new patients of the full rate for services depending on the type of service requested and the rendering provider. New patients will be encouraged to contact their health insurance plan regarding the possibility for out-of-network reimbursement. Staff may provide a list of questions to ask insurance companies regarding this process, if needed. Staff will also inform all new patients that they have the option to apply for a sliding scale fee discount. Signage and the website will also communicate the availability of this discount. The sliding scale fee may apply to individual, family, or couples' therapy. Psychological testing and other specialized services may not be eligible for this discount. In order to qualify, the patient must share family and gross income information. For these purposes, a family consists of those members of the household supported by the reported income, typically the individuals listed on the federal tax return. A patient is still eligible for sliding fee if their residency status is unknown.
2. If the patient agrees to begin the application process, the Staff member asks the patient to complete the sliding fee scale application and provide at least one of the following documents of gross income for all household members:
 - Federal income tax return
 - Two current pay stubs
 - Unemployment benefit award letter
 - Letter from employer on letterhead
 - Award or benefit letter
3. Patients that do not wish to apply for a sliding fee scale discount will be asked to attest that they are waiving the discount. Patients that refuse to provide proper

documentation or complete the application will be billed full charges for their services.

4. The patient is eligible for a sliding scale fee discount when all documentation is received and income criteria for discounts are met. Documentation is copied and scanned into the patient's medical record.
5. Using the sliding scale fee scale, New London Counseling Center Staff will determine the specific amount of discount for which the patient is eligible. This rate will be communicated directly to the patient and logged into the practice management system.
6. The sliding scale fee discount is applied to any future clinical services rendered by New London Counseling Center after the application has been approved. The discounts will *NOT* include date of services prior to the determination. Refunds will not be given.
7. If a patient's household income changes, they are required to immediately communicate those changes to New London Counseling Center Staff, so the sliding scale fee discount can be reevaluated.
8. All patients are encouraged to submit to their health insurance plans for out-of-network reimbursement. If an individual is able to obtain significant reimbursement for services rendered, they may not be eligible for the sliding scale fee discount despite income eligibility.
9. All patients will be asked for their full payment at the time of the visit. Patients who are unable to pay at the time of service will be billed directly. Patients will be informed that services may be reduced and/or interrupted if they do not pay their bill.
10. The parent(s) or guardian who brings a minor to an appointment is responsible for the account. It is New London Counseling Center's policy to consider an 18-year-old who is still in high school as a "minor." The parent(s)/guardians of a minor seeking treatment will complete the application for sliding scale fee discounts and provide the appropriate documentation for their family on behalf of the minor. If a family refuses to complete the application, but a minor still wishes to seek services, New London Counseling Center will default to federal and state laws regarding minors in psychotherapy and will determine discount eligibility on a case-by-case basis.
11. Nominal fees for patients who are homeless or have no household income may be waived with the completed proof of income application. The President of New London Counseling Center and/or the Board of Directors are authorized to waive or reduce fees when the fee would create a significant financial barrier to care.

12. The sliding scale fee policy and procedure will be reviewed annually and/or updated when the federal poverty guidelines are published, as approved by the Board of Directors.

Sliding Scale Fee for Therapy Sessions

# Persons in Household	Household Income	Scale A Fee \$5/session	Scale B Fee \$10/session	Scale C Fee \$15/Session	Scale D Fee \$20/Session	100% Full Pay
1	Annual	0 - 12,140	12,141 – 18,210	18,211 – 21,105	21,106 - 24,280	24,281+
	Monthly	0 - 1,011	1,012 – 1,517	1518 – 1,758	1759 – 2023	
	Weekly	0 – 233	234 - 350	351 - 405	406 - 466	
2	Annual	0 - 16,460	16,461 – 24,690	24,691 – 28,805	28,806 – 32,920	32,921+
	Monthly	0 – 1,371	1,372 – 2,057	2,058 – 2400	2401 – 2743	
	Weekly	0 - 316	317 - 474	475 - 553	554 - 633	
3	Annual	0 – 20,780	20,781 – 31,170	31,171 – 36,365	36,366 – 41,560	41,561+
	Monthly	0 – 1,731	1,732 – 2,597	2,598 – 3,030	3,031 – 3,463	
	Weekly	0 - 399	400 - 599	600 - 699	700 - 799	
4	Annual	0 – 25,100	25,101 – 37,650	37,651 – 43,925	43,926 – 50,200	50,201+
	Monthly	0 – 2,091	2,092 – 3,137	3,138 – 3,660	3,661 – 4,183	
	Weekly	0 - 482	483 - 724	725 - 844	845 - 965	
5	Annual	0 – 29,420	29,421 – 44,130	44,131 – 51,485	51,486 – 58,840	58,841+
	Monthly	0 – 2,451	2,452 – 3,677	3,678 – 4,290	4,291 – 4,903	
	Weekly	0 - 565	566 - 848	849 - 990	991 – 1,131	
6	Annual	0 – 33,740	33,741 - 50,610	50,611 – 59,045	59,046 – 67,480	67,481+
	Monthly	0 – 2,811	2,812 – 4,217	4,218 – 4,920	4,921 – 5,623	
	Weekly	0 - 648	649 - 973	974 – 1,135	1,136 – 1,297	
7	Annual	0 – 38,060	38,061 – 57,090	57,091 – 66,605	66,606 – 76,120	76,121+
	Monthly	0 – 3,171	3,172 – 4,757	4,758 – 5,550	5,551 – 6,343	
	Weekly	0 - 731	732 – 1,097	1,098 – 1,280	1,281 - 1,463	
8	Annual	0 – 42,380	42,381 - 63,570	63,571 – 74,165	74,166 – 84,760	84,761+
	Monthly	0 – 3,531	3,532 – 5,297	5,298 – 6,180	6,181 – 7,063	
	Weekly	0 - 815	816 – 1,222	1,223 – 1,426	1,427 – 1,630	

*For each additional household member, add \$4,320 to annual income.

**Sliding scale fees are based upon total gross household income and the number of persons being supported by the household income.

***Based on U.S. Federal Poverty Guidelines.