**Iroquois Center for Human Development**

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| **Payment Procedure for all Clients**  **Reference Policy No. 30-60-64** |
| **Effective Date: 03/01/2010**  **Adopted:**  **Revised: 2/02/2010** |

**I. Procedure**

Iroquois Center for Human Development has experienced significant decreases in the Mental Health Reform Contract Funds with Kansas SRS which has traditionally subsidized services to un-funded or under-funded consumers of services.

ICHD will not deny consumers necessary and appropriate services that the center is required by K.A.R. #30-60-64 to provide, solely because of the consumer’s inability to pay the fees charged by the center for those services. Clients have a right to appeal.

Fees for consumers who reside in our four county catchment’s area will be established in accordance to our poverty adjustment sliding scale fee based on family income and claimable dependants. Proof of family income is their latest income tax return, or pay stubs, and all other sources of income pending any chances of income status. If proof of the family income is not provided the consumer’s fee will be set at full fee. Payment of fees must be paid prior to any service provided. Any consumer may appeal their set fee and request a Special Fee Consideration based on income and expenses. This request will be given to the Executive Director for approval.

Any consumer who presents for services is required to provide payment for services and/or be current in payment (30 day status). If a client is allowed to receive services prior to payment and fails to maintain their current (30 day) status they will be placed on a walk-in status and will not be scheduled.

If a consumer no-shows one time they will be placed on a walk-in status. If a client cancels two consecutive times for non-approved cancellations or reschedules they will be placed on a walk-in-status. A walk-in status means a consumer can present for services on any center designated walk-in status days. The consumer will be seen based upon the availability of a therapist to provide the services. These services must be paid for prior to the services being provided. No new scheduled appointments will be scheduled until the consumer has completed two walk-in services and has no delinquent or unapproved balances for prior serves provided.

If a consumer schedules an appointment for services and has coverage, the client must present all coverage information in time to allow the center to verify such coverage. If the client has a co-pay or has a deductible balance the amount of their co-pay or deductible amount must be paid or have a current 30 day status prior to services provided. IF a consumer has coverage, the unpaid amount is rolled to the consumer’s account. The consumer has 30 days from the time the unpaid amount hits the consumer’s account to pay the service to continue to be scheduled. A consumer MUST remain on a 30 day status to maintain a scheduled status; otherwise, they will be placed on a walk-in status.

Any account with no payment within the last 90 days will be classified as a delinquent. After 90 days with no payment the account will be submitted for collections via the K.D.R.S. (State Debt Recovery System) Set-Off Program or a collection agency.