

HYPE COUNSELING SERVICES SLIDING FEE DISCOUNT PROGRAM POLICY

HYPE Counseling Services is committed to providing access to behavioral health and substance use treatment services regardless of a patient's financial circumstances or ability to pay. In support of this commitment, HYPE Counseling Services maintains a Sliding Fee Discount Program ("SFDP") consistent with Health Resources and Services Administration (HRSA) and National Health Service Corps (NHSC) requirements.

The purpose of the Sliding Fee Discount Program is to reduce financial barriers to medically necessary behavioral health and substance use treatment services for eligible patients while supporting continued access to community-based behavioral health care and recovery services. No patient will be denied access to medically necessary services due to inability to pay.

This policy applies to services provided at:

HYPE Counseling Services
5911 West Broad Street, Suite B
Richmond, Virginia 23230

The Sliding Fee Discount Program applies to eligible uninsured and self-pay patients receiving covered behavioral health and substance use treatment services through HYPE Counseling Services. Covered services may include crisis stabilization services, behavioral health assessment and treatment services, Mental Health Skill Building services, SUD Case Management services, ARTS 2.1 services, ARTS 2.5 services, and Peer Recovery Services. The program does not generally apply to administrative forms, records requests, non-covered ancillary charges, or other excluded services unless specifically authorized through administrative review.

Eligibility for the Sliding Fee Discount Program is determined solely on the basis of household income and family size using the current Federal Poverty Guidelines (FPG). HYPE Counseling Services utilizes a three-tier discount structure for patients whose household income falls at or below 200% of the Federal Poverty Guidelines.

The current eligibility tiers are as follows:

- Tier 1: 0%–100% of Federal Poverty Guidelines
- Tier 2: 101%–150% of Federal Poverty Guidelines
- Tier 3: 151%–200% of Federal Poverty Guidelines

Patients whose household income exceeds 200% of the Federal Poverty Guidelines are generally not eligible for discounted services under the Sliding Fee Discount Program.

The Sliding Fee Discount Program is intended primarily for uninsured and self-pay patients. Patients experiencing documented financial hardship may also request review through the established eligibility verification process. Commercially insured patients are generally not eligible for Sliding Fee Discount Program reductions unless otherwise approved through the objective financial eligibility review process described in this policy.

Patients requesting participation in the Sliding Fee Discount Program must complete a Sliding Fee Discount Program application and provide documentation sufficient to verify household income and family size. Required documentation includes two recent pay stubs and the applicant's prior year federal income tax return. Additional documentation may be requested if necessary to verify eligibility information. Participation in public assistance programs such as Medicaid, SNAP, SSI, or WIC does not eliminate the requirement to complete the application process and submit supporting financial documentation.

All applications and supporting documentation will be reviewed by the Practice Manager or designated administrative representative solely for the purpose of verifying completeness of documentation, confirming household income and family size, and determining the appropriate Federal Poverty Guideline tier. Eligibility determinations are based exclusively on objective financial criteria and current Federal Poverty Guidelines.

Eligibility determinations will not be based upon race, ethnicity, gender, diagnosis, immigration status, employment type, collections history, or subjective discretion. Administrative staff do not have authority to subjectively approve or deny discounts outside of the established Sliding Fee Discount Program criteria.

Approved Sliding Fee Discount Program eligibility will remain valid for a period of twelve (12) months from the date of approval. Patients may be required to reapply sooner in the event of a significant change in household income or family size.

Discounted fees are established according to the HYPE Counseling Services Sliding Fee Discount Schedule, which is maintained separately from this policy and reviewed periodically to ensure continued operational sustainability and compliance with current Federal Poverty Guidelines.

Patients approved under the Sliding Fee Discount Program may be responsible for nominal charges consistent with the applicable Sliding Fee Discount Schedule and Federal Poverty Guideline eligibility tier. Nominal charges are intended to support continued access to care while maintaining operational sustainability of behavioral health and substance use treatment services.

Patients approved under the Sliding Fee Discount Program are expected to make payment at the time services are rendered unless alternative arrangements have been approved by administration. Payment plans may be offered when appropriate for outstanding balances.

HYPE Counseling Services will make reasonable efforts to work with patients regarding outstanding balances and may offer payment arrangements when appropriate. Collection activities will not be based upon a patient's race, ethnicity, gender, diagnosis, disability, immigration status, or ability to pay.

Patients will not be denied future access to medically necessary behavioral health or substance use treatment services solely due to an outstanding balance or inability to pay.

Information regarding the availability of the Sliding Fee Discount Program is publicly available through practice signage, patient intake materials, administrative staff, and the practice website in order to increase awareness and access to behavioral health and substance use treatment services for eligible patients.

HYPE Counseling Services will continue to maintain policies and procedures designed to ensure that no patient is denied access to medically necessary behavioral health and substance use treatment services due to inability to pay.

The Practice Manager is responsible for oversight and administration of the Sliding Fee Discount Program, including maintenance of required documentation, implementation of approved fee schedules, and operational compliance with applicable HRSA and NHSC requirements.

This policy shall be reviewed periodically and updated as necessary to maintain compliance with federal requirements and organizational operations.