



SOUTHERN IOWA MENTAL HEALTH CENTER

POLICY AND PROCEDURES

Manual Section: Standards for Organizational Activities

Policy Title: Organizational Environment

Policy Number: 24.3 (4) L. Patient Assistance Policy

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PURPOSE:

It is the policy of Southern Iowa Mental Health Center (SIMHC) to provide essential mental health services regardless of the patient's ability to pay. No patient of SIMHC is ever turned away from care due to their ability to pay for services.

POLICY:

Should a patient present to SIMHC and request assistance in the payment of their behavioral health services, staff should have the patient fill out a Financial Assistance Application Form.

Once a patient arrives at an office, the household income and resources will be examined. For patients with a household income at or below 150% of the Federal Poverty level (as defined by HHS), services are paid at 100% and there is no expense to the patient. For patients with a household income in between 151% and 200% of the Federal Poverty level (as defined by HHS), services are provided on a sliding fee scale with a proportionate co pay assigned to the patient. Southern Iowa Mental Health Center will assist patients with their funding for up to 200% of the Federal Poverty Limits.

PROCEDURE:

The following resources shall be disregarded:

1. A retirement account that is in the accumulation stage.
2. A burial, medical savings or assistive technology account.

These resources are not included when calculating total household income and resources.

Any patient who is eligible for any other federal or state funded payment program (i.e., Medicaid) should also attempt to access that funding. Any patient with access to an insurance plan either through their employment or through a spouse's employment should also attempt to access that funding.

Once a patient is deemed eligible for Financial Assistance, funding is approved on a case-by-case basis for 90. The patient must re-apply every 90 days. Any changes in insurance coverage should be reported to SIMHC immediately.

Upon approval for Financial Assistance, SIMHC staff will enter the funding information and documentation into the Center's billing system. The notice of decision will specify that either the patient's expenses are being paid at 100%, or that the patient has a copayment and what that copayment is. The copayment is then expected at the time of service, however not paying the copayment does not stop the patient from receiving necessary services. The financial assistance may also be used to assist with Co – Pay or Deductible expenses.

The patient will be required to supply the necessary documentation for income verification as outlined in the SIMHC Financial Assistance Application Form as well as the State of Iowa supplied form. The patient will be required to attest to the accuracy of the information they have supplied.