

## **What is the Sliding Fee Scale?**

The Sliding Fee Scale program is a federal discount program available at all of our clinics. A federal grant makes it possible, allowing discounted rates for services to eligible patients. The program criteria are based on a patient's household size and income.

## **Why does NorthLakes offer the Sliding Fee Scale program?**

As a Federally Qualified Health Center (FQHC), we are required to provide the Sliding Fee Scale to all patients. Part of our mission statement is to remove barriers to wellness. The Sliding Fee Scale may help remove some of those financial barriers.

## **Who can apply for the Sliding Fee Scale program?**

We encourage all patients to apply for the Sliding Fee Scale program, even if patients believe they exceed income guidelines. The Sliding Fee Scale is not only for those who are uninsured and/or have no income, but patients who have insurance and/or source of income may qualify too.

## **If I already have insurance, is it recommended that I still apply?**

Yes, the Sliding Fee Scale is an excellent backup for patients who have high deductible plans, large co-payments, or those who need to be seen for non-covered services. Examples include additional dental cleanings within 1 year, chiropractic maintenance visits, and vision supplies.

## **What services does the Sliding Fee Scale program apply to?**

The Sliding Fee Scale is available at all of our clinics. It applies to all services except for court-ordered AODA assessments and pharmaceuticals (if the patient has prescription coverage).

## **What is the Sliding Fee Scale application process like?**

We have a simple 1-page application that requests the patient's household size (including household members' names, dates of birth, and relationship to the patient) and household income. Proof of income is required to submit with the completed application. In cases of no income, a self-declaration form is available via the NorthLakes' website.

## **Who can help me with the Sliding Fee Scale application process?**

If you're having problems regarding your application or having difficulty providing the appropriate proof of income, please reach out to one of our Patient Financial Advocates. The Patient Service Representatives will help you fill out a household assessment form and answer any basic questions you might have about the Sliding Fee Scale. For more detailed questions, we encourage you to talk to one of our team members.