PIMA COUNTY HEALTH DEPARTMENT FAMILY PLANNING

POLICIES AND PROCEDURES

FEE COLLECTION

POLICY:

1. Upon registration, new clients are informed that fees are on a sliding scale based on income and the number of people in the household. **This is declaration only and does not require verification.**
2. Clients at or below 100% of the federal poverty level are not subject to charges. However they can be asked for a donation. No specific amount of money is solicited for donations, nor should it be implied that a donation is a condition of service. Donations are requested verbally no more than once during the visit. The collection of donations is done in an anonymous and confidential manner. No bill is sent/made/given to collect a donation.
3. If a client is above the 100% poverty level, the current schedule of discounts (see *Family Planning Schedule of Discounts*) is used to determine adjusted charges. The client is informed of the total charges for the visit and what portion they are responsible for based on the schedule of discounts. If the client is unable to pay total adjusted charges at the time of visit, the client is advised that partial payments may be made and payments may be mailed to the Family Planning Administrative Office. **Clients are never to be refused service because of inability to pay.** Family Planning will bill clients with outstanding balances.
4. When a client presents to clinic for the sole purpose of paying on accounts:
   - A. A regular invoice is used with “Payment Only” box checked
   - B. Payments on old balances made during a regular visit are entered on current invoice.