A Safe Haven LLC Sliding Fee Discount Program Policy			
Business Area	A Safe Haven LLC Community Mental Health Center	**Owner**	VP, Clinical & Social Services
Date	09.21.2026	**Version**	2.0

Policy:
A Safe Haven LLC makes free or discounted services available to clients who qualify based on income and family size and who are unable to pay for services.

Purpose:
All clients seeking behavioral health care services at A Safe Haven LLC Community Mental Health Center will be served regardless of ability to pay. No client will be refused service because of a lack of financial means. The Sliding Fee Discount Program provides free or discounted care to uninsured or underinsured clients who have no means, or limited means, to pay for services.
A Safe Haven LLC will offer the Sliding Fee Discount Program to clients who are unable to pay for their services. Program eligibility will be based on the person's ability to pay, income, and family size. A Safe Haven LLC will not discriminate on the basis of race, color, sex, national origin, disability, religion, age, sexual orientation, gender identity, ability to pay, or whether payment for services would be made under Medicare, Medicaid, or the Children's Health Insurance Program (CHIP).
A Safe Haven LLC uses the Federal Poverty Guidelines to create and annually update the sliding fee schedule used to determine eligibility.

Procedure:
The following procedures govern implementation of the Sliding Fee Discount Program.

1. Notification: A Safe Haven LLC will notify clients of the Sliding Fee Discount Program by:

- Notification of the Sliding Fee Discount Program will be offered to each client upon admission.
- The Sliding Fee Discount Program application will be included with any collection notices sent by A Safe Haven LLC.
- An explanation of the Sliding Fee Discount Program and application form are available on the A Safe Haven LLC website.
- A Safe Haven LLC places notification of the Sliding Fee Discount Program in the clinic waiting area.

2. Request for discounts: Requests for discounted services may be made by clients, family members, social services staff, or others who are aware of an existing financial hardship. Information and forms can be obtained from the A Safe Haven LLC Community Mental Health Center front desk or via the website.
3. Administration: The Sliding Fee Discount Program procedure will be administered by the Program Director or designee. Information about the Sliding Fee Discount Program policy and procedure will be provided to clients. Dignity and confidentiality will be respected for all clients seeking or receiving behavioral health care services.
4. Completion of Application: The client or responsible party must complete the Sliding Fee Discount Program application in its entirety. Staff will be available, as needed, to assist the client or responsible party with the application. By signing the application, the client or responsible party confirms that the income information disclosed on the application form is accurate.
5. Eligibility: Discounts will be based on income and family size only. A Safe Haven LLC does not use asset testing to qualify for the Sliding Fee Discount Program. For purposes of this policy, family size, household members, income, and discount level are determined according to the definitions and verification requirements below. These definitions apply consistently to all Sliding Fee Discount Program eligibility determinations.
   a. Family is defined as a group of two or more people, one of whom is the householder, who are related by birth, marriage, or adoption and reside together. All such people, including related subfamily members, are considered members of one family. A Safe Haven LLC will also accept non-related household members when calculating family size.

   b. Income includes: gross wages; salaries; tips; income from business and self-employment; unemployment compensation; workers' compensation; Social Security; Supplemental Security Income; veterans' payments; survivor benefits; pension or retirement income; interest; dividends; royalties; income from rental properties, estates, and trusts; alimony; child support; assistance from outside the household; and other miscellaneous sources.
6. Income verification: Applicants may provide one of the following: prior-year W-2, two most recent pay stubs, a letter from an employer, or Form 4506-T if a W-2 was not filed. Self-declaration of income may be used. Clients who are unable to provide written verification may provide a signed statement of income.
7. Discounts: Clients with incomes at or below 100 percent of poverty will receive a full 100 percent discount for health care services. Clients with incomes above 100 percent of poverty, but at or below 200 percent of poverty, will be charged a discounted fee according to the attached sliding fee schedule. The sliding fee schedule will be updated during the first quarter of every calendar year using the latest Federal Poverty Guidelines. Clients will not be denied services due to an inability to pay. The discounted fee is not a threshold for receiving care and is not a minimum fee or co-payment.

8. Waiving of Charges: In certain situations, clients may not be able to pay the discounted fee. Waiving charges must be approved by A Safe Haven LLC's designated official. Any waiver must be documented in the client's file, include an explanation, and be approved by the Program Director or Executive Leadership.
9. Applicant notification: The Sliding Fee Discount Program determination will be provided to the applicant(s) in writing and will include the percentage of Sliding Fee Discount Program write-off or, if applicable, the reason for denial. If the application is approved for less than a 100 percent discount or denied, A Safe Haven LLC will work with the client and/or responsible party to establish payment arrangements. Sliding Fee Discount Program applications cover outstanding client balances for six months prior to the application date and any balances incurred within 12 months after the approved date, unless their financial situation changes significantly. The applicant has the option to reapply after the 12 months have expired or anytime there has been a significant change in family income. When the applicant reapplies, the look-back period will be the lesser of six months or the expiration of their last Sliding Fee Discount Program application.
10. Refusal to Pay: If a client verbally expresses an unwillingness to pay or leaves the premises without paying for services, the client will be contacted in writing regarding their payment obligations. If the client is not on the sliding fee schedule, a copy of the Sliding Fee Discount Program application will be sent with the notice. If the client does not make an effort to pay or fails to respond within 60 days, this constitutes refusal to pay. At that point, A Safe Haven LLC may explore options including, but not limited to, offering the client a payment plan, waiving charges, referring the client to collections, or pausing services.

Documentation must support each eligibility determination, waiver decision, denial, and renewal or reapplication decision. Documentation should be maintained in a manner that protects confidentiality and allows A Safe Haven LLC to verify consistent application of this policy.

11. Record keeping: Information related to Sliding Fee Discount Program decisions will be maintained in the client's confidential file to preserve the dignity and confidentiality of clients receiving free or discounted care.

a. Applicants who have been approved for the Sliding Fee Discount Program will be entered into A Safe Haven LLC's EHR, including the applicant's name, dates of coverage, and percentage of coverage.

b. The Program Director and Revenue Cycle Manager will maintain an additional monthly log identifying Sliding Fee Discount Program recipients and dollar amounts. Denials and applications not returned will also be logged.

12. Policy and procedure review: The Sliding Fee Schedule will be updated based on the current Federal Poverty Guidelines. A Safe Haven LLC will also review possible changes to its policy and procedures and examine institutional practices that may create barriers preventing eligible clients from accessing community care provisions.

13. Budget: During the annual budget process, an estimated amount of Sliding Fee Discount Program services will be included in the budget as a deduction from revenue.

This policy will be reviewed at least annually and updated as needed to reflect current Federal Poverty Guidelines, operational practices, and applicable regulatory requirements.

ATTACHMENTS:

Current Sliding Fee Schedule

Client Application for the Sliding Fee Discount Program

Revision History

Version	Date	Author	Change
2	9/21/2026	Jamika Walton	Updating language and procedures

Reviewed and Approved

Name	Title	Date
Mark Mulroe	President	12/31/2023
Jamika Walton	AD of Compliance	9/23/2026