



# CENTERSTONE

## *Clinical and Administrative Policies and Procedures*

<b>Section:</b> Financial Management	<b>Policy:</b> 06.05.FL
<b>Title:</b> Client Discount and Scholarship Policy	

### **Purpose:**

To promote maximization of revenue, financial accessibility, and simplicity for staff and Administration

### **Scope:**

This policy applies to Centerstone of Florida programs and revenue cycle department.

### **Definitions:**

**IDP:** Indigent Drug Program

**CPT:** Current Procedural Terminology committee

**DCF:** Department of Children and Families

**RFO:** Regional Finance Officer

**COO:** Chief Operating Officer

### **Policy:**

- A. Centerstone provides quality services for a reasonable fee. Uninsured patients will be eligible for a discount in those services where a publicly funded subsidy or a private scholarship is available. Public funded and private scholarship services require a co-pay based on federal Department of Health and Human Services guidelines on poverty income.
- B. To establish qualifications for a public funding and private scholarship discount, the following criteria must be adhered to:
  1. Gross Household Income (See Attachment A- with current poverty guidelines).
  2. Number of persons in the household. (See Attachment A)

3. Indigent Drug Program (IDP) (See Attachment A-1 with current poverty guidelines for eligibility).
  4. Ensure that no other Medicaid or third party coverage is available for the required services.
- C. Each client's financial situation will be reviewed at initial appointment and periodically thereafter to determine if the client continues to qualify for a public discount or private scholarship. Current documentation of ability to pay must be submitted, (i.e. pay stub or tax form). Lack of documentation will void the discount. A minimum-co-payment of \$2.00 per day for outpatient treatment services and \$2.00 per day for residential treatment services shall apply to programs as determined by the Current Procedural Terminology (CPT) committee.
- D. Centerstone will ensure that there is a 95% accuracy of documentation that the Department of Children and Families (DCF) is payer of last resort as reported to DCF in the quarterly/monthly reconciliation reports. Additionally, 100% of inaccurate documentation will be corrected and submitted on or before the next quarterly/monthly reconciliation and performance review
- E. Services not requiring client payments:
1. DCF funded programs for Temporary Assistance for Needy Families will receive a 100% discount.
  2. DCF funded programs for pregnant women engaged in therapy from a Centerstone substance abuse treatment program will receive a 100% discount.
  3. Drug Court program, Sexual Assault advocacy program, Intervention program, Recovery program, Prevention program, and the Family Safety program will receive a 100% discount.
  4. Minimum co-pays will not be required for public funded clients in the Crisis Center, Crisis Center Detox and FACT programs.
- F. The Regional Finance Officer (RFO) and the Contract Manager are responsible to ensure 100% of errors in DCF funded service data will be corrected.
- G. All third party payers will be billed the full fee for services rendered. Clients with insurance coverage must assist the Corporation to file claims for covered services received. Failure to support claims being filed may result in client being billed at the full fee rate.

- H. Clients in non-publicly funded programs without third party coverage or qualification for other discounts or scholarships may receive up to 30% discount if supported by required documentation and paid at time of service.
- I. Transients individuals may be given a 100% discount at the discretion of the facility providing services. For purposes of this policy, a transient person will be defined as: one who has no permanent, local address and/or a person who has no known source of income.
- J. Essential services in publicly funded programs will not be withheld due to an inability to pay. However, wait lists may be initiated where demand is greater than availability. Services may be terminated due to continued refusal to pay for services. (Please reference the “Refusal, Termination of Client Services’ policy 12.13.FL)
- K. Each client must sign a financial responsibility form at intake including clients who are admitted under a Baker Act whenever possible. Clients unable to sign at intake will be asked to do so as soon as they are able.

**Procedure:**

- A. If applicable, a discount rate will be established by fiscal staff or other designated staff for each client at intake, based on the current discount schedule. (Refer to Financial Intake Procedures - Policy 06.11.FL)
- B. Fiscal staff (or other designated staff) will explain the fee and discount schedule to clients.
- C. Clients shall be strongly encouraged by all staff to pay fees for which they are personally responsible when services are received, unless specific alternate arrangements are made in advance.
- D. The Director Revenue Cycle shall establish guidelines for review of outstanding balances for clients who repeatedly fail to pay for services.
  - 1. The case coordinator will discuss responsibility to pay for services with the client, as needed.
  - 2. Clients who continue to fail to pay for services after counseling by the case coordinator will be brought to the attention of the responsible Director through the appropriate manager for possible termination of services.
- E. Clients with insurance coverage will be responsible for the deductibles, copays and any balance after estimated insurance payment. The client will be requested to pay this estimated balance of the fee before each session. Any overpayment will be refunded.

- F. The RFO or his/her designee will be responsible for monitoring service coverage, deductible amounts, co-insurance requirements and other unique requirements of all third party payers. This information will be included in timely training provided for all accounts receivable staff.
- G. Any variances from the discount policy must be submitted for approval to the RFO or Director Revenue Cycle. When reasonable, a competitor's rate can be matched on a case by case basis if requested by the client and proper approval is obtained.
- H. Modifications to established fees or offer negotiated discounts for particular programs or groups of clients such as those employed by a particular firm or covered by a particular insurance company are not authorized except as provided below.
  - 1. Requests for discounted fees from employers, insurance companies, managed care firms or any group purchaser shall be referred to the Chief Operating Officer (COO).
  - 2. The COO will confer with the RFO to formulate a recommendation to the CEO.
  - 3. The COO may approve group discounts if the discounts meet or exceed costs and if the services are already included on the fee schedule approved by the Board.
  - 4. The COO shall be responsible for coordinating proposal or contract development necessary for implementing group discounts. Contract authorization and execution shall conform to the procedures included in policy 06.07.FL "Delegation of Financial Authority to Management Staff."
  - 5. Short-term specials may be offered, through the approval of the RFO, limited to the direct service cost plus 10%.

**Related Policies:**

12.13.FL Refusal, Termination of Client Services'  
06.11.FL Financial Intake Procedures  
06.07.FL Delegation of Financial Authority to Management Staff.

**Citations:**

Department of Health and Human Services poverty guidelines  
Chapter 65E-14 - Community Substance Abuse and Mental Health Services – Financial Rules

## CENTERSTONE OF FLORIDA 2024 FEE DISCOUNT SCHEDULE ATTACHMENT A CLIENT DISCOUNT AND SCHOLARSHIP POLICY 06.05.FL

	Family Size of 1		Family Size of 2		Family Size of 3		Min	Family Size of 4		Family Size of 5		Family Size of 6		Min
	IDP \$22,590		IDP \$30,660		IDP \$38,730			IDP \$46,800		IDP \$54,870		IDP \$62,940		
	From	To	From	To	From	To		From	To	From	To	From	To	
Min	\$0	\$22,590	\$0	\$30,660	\$0	\$38,730	Min	\$0	\$46,800	\$0	\$54,870	\$0	\$62,940	Min
96%	\$22,591	\$24,849	\$30,661	\$33,726	\$38,731	\$42,603	96%	\$46,801	\$51,480	\$54,871	\$60,357	\$62,941	\$69,234	96%
94%	\$24,850	\$27,108	\$33,727	\$36,792	\$42,604	\$46,476	94%	\$51,481	\$56,160	\$60,358	\$65,844	\$69,235	\$75,528	94%
89%	\$27,109	\$29,367	\$36,793	\$39,858	\$46,477	\$50,349	89%	\$56,161	\$60,840	\$65,845	\$71,331	\$75,529	\$81,822	89%
81%	\$29,368	\$31,626	\$39,859	\$42,924	\$50,350	\$54,222	81%	\$60,841	\$65,520	\$71,332	\$76,818	\$81,823	\$88,116	81%
70%	\$31,627	\$33,885	\$42,925	\$45,990	\$54,223	\$58,095	70%	\$65,521	\$70,200	\$76,819	\$82,305	\$88,117	\$94,410	70%
56%	\$33,886	\$36,144	\$45,991	\$49,056	\$58,096	\$61,968	56%	\$70,201	\$74,880	\$82,306	\$87,792	\$94,411	\$100,704	56%
39%	\$36,145	\$38,403	\$49,057	\$52,122	\$61,969	\$65,841	39%	\$74,881	\$79,560	\$87,793	\$93,279	\$100,705	\$106,998	39%
19%	\$38,404	\$40,662	\$52,123	\$55,188	\$65,842	\$69,714	19%	\$79,561	\$84,240	\$93,280	\$98,766	\$106,999	\$113,292	19%
10%	\$40,663	\$42,921	\$55,189	\$58,254	\$69,715	\$73,587	10%	\$84,241	\$88,920	\$98,767	\$104,253	\$113,293	\$119,586	10%
5%	\$42,922	\$45,180	\$58,255	\$61,320	\$73,588	\$77,460	5%	\$88,921	\$93,600	\$104,254	\$109,740	\$119,587	\$125,880	5%
0%	\$45,181	Greater	\$61,321	Greater	\$77,461	Greater	0%	\$93,601	Greater	\$109,741	Greater	\$125,881	Greater	0%

  

	Family Size of 7		Family Size of 8		Family Size of 9		Min	Family Size of 10		Family Size of 11		Family Size of 12		Min
	IDP \$71,010		IDP \$79,080		IDP \$87,150			IDP \$95,220		IDP \$103,290		IDP \$111,360		
	From	To	From	To	From	To		From	To	From	To	From	To	
Min	\$0	\$71,010	\$0	\$79,080	\$0	\$87,150	Min	\$0	\$95,220	\$0	\$103,290	\$0	\$111,360	Min
96%	\$71,011	\$78,111	\$79,081	\$86,988	\$87,151	\$95,865	96%	\$95,221	\$104,742	\$103,291	\$113,619	\$111,361	\$122,496	96%
94%	\$78,112	\$85,212	\$86,989	\$94,896	\$95,866	\$104,580	94%	\$104,743	\$114,264	\$113,620	\$123,948	\$122,497	\$133,632	94%
89%	\$85,213	\$92,313	\$94,897	\$102,804	\$104,581	\$113,295	89%	\$114,265	\$123,786	\$123,949	\$134,277	\$133,633	\$144,768	89%
81%	\$92,314	\$99,414	\$102,805	\$110,712	\$113,296	\$122,010	81%	\$123,787	\$133,308	\$134,278	\$144,606	\$144,769	\$155,904	81%
70%	\$99,415	\$106,515	\$110,713	\$118,620	\$122,011	\$130,725	70%	\$133,309	\$142,830	\$144,607	\$154,935	\$155,905	\$167,040	70%
56%	\$106,516	\$113,616	\$118,621	\$126,528	\$130,726	\$139,440	56%	\$142,831	\$152,352	\$154,936	\$165,264	\$167,041	\$178,176	56%
39%	\$113,617	\$120,717	\$126,529	\$134,436	\$139,441	\$148,155	39%	\$152,353	\$161,874	\$165,265	\$175,593	\$178,177	\$189,312	39%
19%	\$120,718	\$127,818	\$134,437	\$142,344	\$148,156	\$156,870	19%	\$161,875	\$171,396	\$175,594	\$185,922	\$189,313	\$200,448	19%
10%	\$127,819	\$134,919	\$142,345	\$150,252	\$156,871	\$165,585	10%	\$171,397	\$180,918	\$185,923	\$196,251	\$200,449	\$211,584	10%
5%	\$134,920	\$142,020	\$150,253	\$158,160	\$165,586	\$174,300	5%	\$180,919	\$190,440	\$196,252	\$206,580	\$211,585	\$222,720	5%
0%	\$142,021	Greater	\$158,161	Greater	\$174,301	Greater	0%	\$190,441	Greater	\$206,581	Greater	\$222,721	Greater	0%

Attachment A-1

Client Discount Policy 06.05.FL

Eligibility Criteria  
2024 Guidelines

A. Financial Eligibility

<u>Family Size</u>	<u>2024 Gross Monthly Income</u>	<u>2024 Annual Income</u>
1	\$1,882.50	\$22,590
2	\$2,555	\$30,660
3	\$3,277.50	\$38,730
4	\$3,900	\$46,800
5	\$4,572.50	\$54,870
6	\$5,245	\$62,940
7	\$5,917.50	\$71,010
8	\$6,590	\$79,080
9	\$7,262.50	\$87,150
10	\$7,935	\$95,220

Add \$8,070 to the annual income for each additional family member.

B. Other Factors

1. Persons with Medicaid or Medicare (which cover medication) are not eligible for IDP (check "Medicaid" box in prescription form).
2. Persons with insurance, which pays for medication, are not eligible for IDP regardless of income.
3. IDP medications shall be provided to persons according to DCF guidelines. Persons who are not financially eligible may be provided IDP medication in cases of documented emergencies.
4. The number of ineligible persons served must not exceed 20% of the total number of clients served through IDP.

  
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Chief Executive Officer

February 26, 2024  
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Date