



FINANCIAL POLICY

True Health provides high-quality, comprehensive healthcare at a reasonable cost to everyone.

FINANCIAL RESPONSIBILITY: Patients are financially responsible to True Health for 100% of the charges for professional services provided. True Health accepts all major credit cards, personal checks, money orders, and cash. True Health works with patients to make sure their medical care does not become a financial burden, including offering payment plans.

To bill the patient's insurance, True Health needs complete and accurate information about the patient's, primary, secondary, and any supplementary insurance companies, including phone numbers, addresses, and a copy of the insurance card. Without this information, the patient may be required to pay in full at the time of service. True Health may verify insurance at any time to get preauthorization or check eligibility. Patients are expected to pay co-pays and deductibles at the time of service and must inform True Health of any changes in their insurance. Any unpaid balances or denied claims due to incomplete information are the patient's responsibility.

REFUSAL TO PAY: As stated in the Patient's Rights and Responsibilities, patients are expected to pay their medical bills without delay. True Health recognizes that a patient may have the inability to pay for their visit. True Health defines this as not having the resources to pay for the visit, due to documented hardships like homelessness or financial barriers.

True Health defines refusal to pay as the patient choosing not to pay their bills or follow a payment plan offered by True Health. A delinquent account means having a balance for 60 days or more, with no payments made towards the balance, or a balance of \$1,000 with no payment plan scheduled. If True Health determines a patient can pay but refuses, True Health may reschedule the appointment until the patient makes a payment. If the patient believes they are unable to pay, a front desk team member will review options with them.

SLIDING FEE SCALE PROGRAM: Patients may qualify for a sliding fee scale discount based on household income and family size. Services are not denied due to inability to pay. To qualify, patients need to provide a photo ID and at least one form of income verification from the list below.

- Most recent and consecutive paycheck stubs (2 if paid bi-weekly, 4 if paid weekly).
- Unemployment compensation statement.
- Social Security benefits determination.
- The previous year's income tax return (including 1040 or W-2/1099).
- A typed, notarized statement of income from the employer or verification of other support.

If a patient has no income or is receiving temporary assistance, a self-declaration form may be used after counseling with the Center Manager/Office Supervisor. Additional fees apply for labs and other services during the visit. If the patient does not provide the required documents to qualify for the reduced-rate services according to the federal guidelines, the patient will be expected to pay the full price.



MEDICAID: True Health accepts Medicaid and bills it directly. Payments go directly to True Health.

MEDICARE: True Health accepts Medicare and bills it and supplementary insurance directly. Being a Federally Qualified Health Center, the Medicare deductible may be reduced for True Health services.

CONTRACTED INSURANCE: True Health contracts with insurance companies and payments go directly to True Health. Patients must pay co-pays and deductibles. If services are non-covered or deemed medically unnecessary by the insurance company, the patient is responsible for those charges. Unpaid balances are due within 30 days after the insurance payment.

PRIMARY CARE PROVIDER SELECTION: If a patient's insurance plan requires a Primary Care Provider (PCP) to be listed to receive primary care services, the patient must ensure True Health is listed as the PCP. A front desk team member can help with this. If this change is not made before the scheduled appointment time, the appointment may be postponed or rescheduled.

WORKER'S COMPENSATION: True Health does not accept worker's compensation cases. Patients should contact their employer for guidance.

NON-CONTRACTED INSURANCE: Patients with non-contracted insurance must pay for all office visits at the time of service. These fees are based on the Medicare fee schedule. A patient may choose to enroll in the Sliding Fee Program. Referrals by True Health providers may not be accepted by the patient's insurance company.

Acknowledgment of Financial Policy: By signing below, the patient acknowledges:

- They have received a copy of the True Health Financial Policy.
- They understand and agree to its terms.
- They agree to pay all charges for care and treatment, including co-payments and deductibles.
- Benefits paid by a third party will be credited to the patient's account.
- They are responsible for the account balance, regardless of insurance status.
- If they do not make timely payments and are not classified as unable to pay, True Health may reschedule their visit until a contribution is made.

Once signed, the agreement is in full force and effect. Acknowledgment of this policy is necessary to receive services by True Health.

Patient/Guardian Name	Patient/Guardian Signature	Date
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