REAL LIFE. REAL HOPE.

CLIENT FINANCIAL POLICY AND FEE AGREEMENT

Thank you for choosing us as your health care provider. We are committed to your treatment being successful and hope that your experience here is positive. Please understand that payment of your bill is considered part of your treatment. The following is a statement of our Financial Policy.

- All clients must complete our release of information form at the time of intake.
- Payment for services, including full fee if uninsured, copayments, co-insurance, payment plans are due at the time of sign in for your visit.
- If you incur a past-due balance at any time, payment in full is expected at your next visit.
- If you miss two co-payments or two payment plans you will not be rescheduled for services until your payment has been received.
- If you leave the agency with a past due balance, payment is expected before you may return for services.
- You are responsible for updating CHR regarding any changes in your insurance immediately. Failure to do so may result in a balance due by you.
- We accept cash, check and charge / credit cards at all locations.

Commercially Insured Clients: CHR will bill your insurance as a courtesy. You are responsible for knowing your insurance mental health benefits. CHR will verify your eligibility and collect payment per the eligibility verification. However, once your insurance processes your claim you will be billed for any additional patient responsibility due according to your insurance. Patient responsibility is due at the time of service.

Self Pay / Uninsured Clients: Payment in full is expected at the time of service. We have staff to help you determine if you are eligible for state insurance. You may also be eligible for an ACA (Access Health Care plan). Please log onto www.accesshealthct.com to see if you are eligible and/or to apply. CHR has a Sliding Fee Scale based on income level. Please contact the front desk if you should need assistance when applying for Sliding Fee Scale or Access Health CT.

Medicaid Clients: CHR participates with Medicaid. However, if you are on a spend-down you will be responsible for payment until your spend-down is met.

Medicare Clients: CHR participates with Medicare. After your yearly deductible is met, you will typically be responsible for 20% of charges that are considered your co-insurance. If you have Medicaid as a secondary insurance, Medicaid will be billed for you.

CHR reviews published charges every year. If you have any questions regarding our published charges, please feel free to contact the front desk.

I understand that I will be responsible for all patient responsibility according to how my insurance company processes my claim and /or full payment if I am uninsured. I will be sure to notify CHR of any changes in my insurance immediately.