

## **Family Service of Rhode Island (FSRI) Financial Assistance Policy**

**Policy:** It is the policy of FSRI to ensure all individuals and families have access to care and are not denied a service under FSRI's CCBHC based on their ability to pay, including our DCO services.

### **Definitions:**

**Income:** Income may include the following:

- Employment earnings
- Retirement income or pension
- Alimony or child support
- Unemployment or worker's compensation
- Social Security
- Supplemental Security Income

**Household size:** Household size includes the individual receiving services, and any related family members living within the home

1. FSRI ensures no person is denied behavioral health care services, including crisis services, regardless of the following:
  - a. Active insurance
    - i. If a person does not have active insurance, we offer care coordination services to explore if obtaining coverage is possible
    - ii. If obtaining coverage is not possible, we may provide services through additional options such as grant funding or through a master's level intern, supervised by a licensed clinician, with consent from the person or legal guardian
  - b. Ability to pay for service
    - i. If a person is unable to pay for a service, we offer care coordination services to explore payment options
    - ii. We may provide services through additional options such as grant funding or through a master's level intern, supervised by a licensed clinician, with consent from the person or legal guardian
    - iii. FSRI has developed a sliding fee scale and is available in multiple languages and formats appropriate for people who have LEP, literacy barriers, or disabilities
    - iv. This information is posted in our waiting rooms and on our website to ensure the people in our community have access to this information
2. All individuals and families are notified of our sliding fee schedule. This information is communicated in the following ways:
  - a. FSRI website

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- b. FSRI waiting room areas
  - c. Intake screening calls
  - d. During an initial evaluation appointment
    - i. Individuals and families are provided a copy of the Financial Assistance Policy – Client Version during their initial evaluation appointment
  - e. At any point an individual communicates they are not able to pay for their service
- 3. FSRI staff assist individuals and families with completing a financial assistance application to determine eligibility for receiving our sliding fee discount. Sliding fee discounts are based on income and household size
  - a. Individuals are required to provide FSRI staff with the following information:
    - i. Proof of income
      - 1. Most recent W-2 (Previous year)
      - 2. Two of the most recent pay stubs
    - ii. If an individual does not have proof of income, FSRI staff will determine appropriate next steps based on the person's unique situation
    - iii. If an individual is self-employed, details around income and expenses for their business are required in order for FSRI staff to determine appropriate next steps based
    - iv. Household size
  - b. FSRI staff assist any individual who does not qualify for our sliding fee discount with determining alternative options. Options may include the following:
    - i. Developing a payment plan
    - ii. Exploring additional service options such as grant funding or through a master's level intern, supervised by a licensed clinician, with consent from the person or legal guardian
- 4. Payment for services is expected to be paid in full at the time of service
  - a. Invoices are sent to all individuals who do not pay for their service at the time of service. Invoices are sent on a monthly basis
  - b. Invoices may be paid in the following ways:
    - i. Mailing a check payable to FSRI
    - ii. Contacting FSRI's Finance team via phone
    - iii. Visiting FSRI's Online Copay Portal to make an online payment