



## PATIENT ACKNOWLEDGEMENT OF POLICIES

KONZA PRAIRIE COMMUNITY HEALTH CENTER (KPCHC)

### *Patient Attendance Policy*

Patients are expected to attend all scheduled appointments at KPCHC. New patients should arrive at least 20 minutes before their scheduled appointment time to complete all necessary paperwork. Established patients and same-day acute visits should arrive at least 15 minutes before their scheduled appointment time. Arriving more than 10 minutes after the scheduled appointment time may result in the appointment being rescheduled. If a patient is unable to attend the scheduled appointment, they must notify KPCHC 24-hours before cancel or reschedule the appointment. Failure to provide cancellation notice or to attend the appointment will result in a No-Call/No-Show. If a patient No-Call/No-Shows to four (4) appointments in a year, they may be discharged from care and will be notified by certified mail.

### *Financial Policy*

Patients are responsible for all co-pays, co-insurance, and sliding scale nominal fees being paid before or at the time service is rendered. KPCHC will file and bill claims to insurance carriers on behalf of the patient, however, the patient is the sole responsible party for any remaining charges not covered by insurance. If a patient fails to provide accurate and correct insurance information or KPCHC is not contracted with the patient's insurance carrier, the patient will be 100% responsible for the full charged amount at the time of service. Statements will be mailed to the patient or guarantor for any charges exceeding the initial payment. Statements are due upon receipt. Payment arrangements can be made with billing/front desk staff for **past due** balances. Refusal to pay will result in the patient's account being sent to a collection agency and the possibility of being discharged from care at KPCHC. Once an account is sent to a collection agency, KPCHC will no longer be able to accept payments for that account, payments will have to be made to the agency handling the account.

### *Discount Fee Policy*

All patients at KPCHC will be offered to apply for the sliding fee scale at the initial appointment and annually thereafter. Patients can complete an application at any time, they may also decline to complete the application. The sliding fee scale is an optional service that will provide a discount on services received at KPCHC, the discount amount is dependent on the **household income** of the patient. Valid proof of income is required to complete the application and includes three (3) consecutive and most recent pay stubs, most recent annual federal income tax return, documentation of government assistance, disability determination with benefit amount, documentation of child support/alimony, a letter from employer on employer letterhead signed and dated by a supervisor, or financial award letter showing grants, scholarships, or fellowships. If a patient declares no current income, they can obtain a letter from the Workforce Center in Junction City stating that the patient is actively seeking employment. The Workforce Letter will be valid for thirty (30) days to receive a discount on services.

For patients utilizing the sliding fee scale that have lab work done during an office visit at KPCHC that needs to be sent to an outside laboratory, there will be an additional charge to the patient's account. The charge(s) will appear on the patient's account approximately a month after the date of service. The charges for the outside laboratory testing cannot be discounted any further using the sliding fee scale.

When a patient, utilizing the sliding fee scale, receives a referral or consult to an outside provider or specialist, the initial visit will be charged to the patient's account through KPCHC. Each visit to the outside provider/specialist, after the initial consult, will be billed to the patient through the outside provider/specialist's office.

### *Complaints and Grievances*

If patients have concerns regarding their treatment/care, KPCHC staff, or the condition of the facility, patients have the ability and the right to complete a Confidential Comment/Grievance Form. The form can be obtained from the front desk, at various locations throughout the facility, and on the KPCHC website.