

Frequently Asked Questions

- Q. Will I be denied healthcare if I choose not to meet with a Navigator?**
- A. No. You will never be denied care based on ability to pay or your decision on whether or not to meet with a Navigator or apply for financial assistance.
- Q. I was always on a fee scale before. Why should I meet with a Navigator now?**
- A. Many of our patients qualify for programs that are better suited to meet a wide range of healthcare services than just those that we provide. We want to give our patients every opportunity to take advantage of the little-to-no-cost healthcare options that are available to meet their needs.
- Q. Why is the health center making this change to their sliding fee scale policy?**
- A. We are a non-profit dedicated to making health care available to everyone in this community, regardless of ability to pay. When our patients take full advantage of the programs available to cover their health care expenses, it increases our ability to serve more people and meet more community health needs.
- Q. If I choose not to meet with a Navigator and apply for the sliding fee scale, how do I get the 15% discount?**
- A. All you have to do to take advantage of the 15% discount is pay for medical services at check-out. We will calculate the 15% discount for you. If for any reason your charges are not complete at the time of check-out, we will take a minimum payment and grant you the 15% on any remaining balance that may be due for that visit only. *This discount does not apply to dental care or flat fee services such as mental health counseling.
- Q. Can I get more than a 15% discount?**
- A. The only way we can grant more than a 15% discount is for you to meet with a Navigator and formally apply for the sliding fee scale. This does not apply to family planning services.
- Q. What if I qualify for a Marketplace health plan and I feel it is too expensive? Do I have to sign up for it? What if I qualify for Medicaid, but don't want enroll?**
- A. The decision to sign up for any available health plan option is entirely up to you. It will not affect your health care services in any way. You will not be eligible for the sliding fee scale if you choose not to enroll in affordable health coverage options available to you, but the Navigator will review any extenuating circumstances on a case-by-case basis and will work with you to find the best options available.
- Q. I already have insurance, but have a deductible. Can I apply for the sliding fee scale without meeting with the Navigator?**
- A. You can apply for the sliding fee scale to help with the deductible expenses, and will not need to meet with the Navigator. If your application is incomplete or we need additional information, we will contact you.