



CITIZEN ADVOCATES, Inc.
NORTH STAR FAMILY OF SERVICES

FEE AND ATTENDANCE POLICY

Patient Notification Required by NY Public Health Law Section 24

North Star Behavioral Health Services (NSBHS) is a not-for-profit organization. Pursuant to Section 41.25 of the NYS Mental Hygiene Law, fees are based upon the actual cost of providing services, client ability to pay, and resources available from private and public health insurance and medical aid programs.

North Star Behavioral Health participates with the following healthcare plans:

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|-----------------------|------------------------------|----------------------------|
| • APS Healthcare | • GHI | • Priority Health |
| • Blue Shield NE NY | • Healthnet Pearl | • Resolve Multiplan |
| • CHAMPVA | • Health First | • St. Lawrence Lewis |
| • Cigna | • Highmark | • Secure Horizon |
| • Couresource | • Humana | • Today's Options |
| • Evercare | • Lifetime Benefit Solutions | • Tricare |
| • Excellus | • Martins Point | • United Healthcare |
| • Federal Blue Shield | • Medicare | • United Behavioral Health |
| • Fidelis | • NYS Medicaid | • Value Options |
| • Gallagher & Koster | • Monroe Health Plan | • WellCare |
| • Gallagher Bassett | • Optum Geisinger | • No Fault |
| • GEHA | • Pomco | • Workers Comp |

If we do not participate with your healthcare plan, your plan (i) may not cover out-of-network services at all, (ii) impose higher deductible and/or copayments for out-of-network services, or (iii) reimburse you for a lesser amount than our fees. You are responsible for payment of the full fees regardless of what reimbursement you may or may not receive from your healthcare plan.

Our fees are:

- Initial Assessment, Mental Health/Chemical Dependency, Extended: \$160
- Initial Assessment, Chemical Dependency, Normative: \$135
- Individual Therapy, Brief: \$95
- Individual Therapy, Normative: \$125
- Family Therapy with Client: \$173
- Family Therapy without Client: \$95
- Group Therapy: \$65
- Injection: \$60
- Medication Management: \$100
- Other services are available; rates vary depending on service and length of session

NSBHS will not refuse services to any client based on ability to pay.

All fees and/or co-pays for services are due at the time services are rendered. We accept cash, check, money order, credit and debit card payment. A \$35 fee will be assessed for returned checks.

Insurance, Medicaid or Medicare Coverage and Responsibility for Payment

Health insurance, Medicaid or Medicare may cover all or part of the above fees. Clients are responsible for full-fee payment unless insurance, Medicaid or Medicare eligibility is established. Clients are responsible for payment of charges in accordance with their insurance contract. Clients are also responsible to pay any co-payments required by their insurance plan, and North Star reserves the right to contact a client's insurance company if such fees are not paid. North Star is prohibited from adjusting deductibles, co-payments or caps on service set by insurance plans.

Urine screening(s) or other lab work may be requested by your counselor and/or mandating agency as part of your evaluation and ongoing treatment. The testing/lab company will bill you directly in the event you are a self pay client or your insurance does not completely cover these costs. We make every effort to utilize the most cost effective lab services to comply with your drug testing or lab needs.

A sliding fee scale may be available for uninsured clients when they are not eligible for insurance, and when fees are beyond the ability to pay because of family income, size and expenses. We will require documentation of current income and number in household in order to be considered for the sliding scale. Eligibility for the reduced rate will be reviewed every 6 months.

A billing representative is available to assist clients with billing questions.

Unpaid Accounts and Discontinuation of Services

Clients with a balance exceeding \$200 will be referred to the Customer Service Department for verification of payment ability. Clients unable to pay a minimum fee may apply for a Hardship Waiver, which must be approved by the Customer Service Supervisor.

Any client with an unpaid balance exceeding \$200, who is determined to have the ability to pay, or who has not followed through on sliding fee or hardship application will utilize open access to obtain services.

North Star Behavioral Health Services reserves the right to contact a client's insurance company if required co-payments are not paid.

North Star Behavioral Health Services reserves the right to discontinue treatment services, except in cases of psychiatric emergency, for any client who refuses to pay according to this Fee Policy.

Open Access

North Star Behavioral Health Services will provide Open Access to clinic services. Clients will be able to receive medically necessary services, including daytime crisis and assessment, Monday through Friday (except when the clinic is closed on holidays) from 9 am to 3:00 pm. Walk in is available, although an advanced phone call is preferred.

All clients may utilize Open Access services, regardless of attendance policy status.

Attendance

Clients are expected to attend all scheduled appointments. Customer support staff will phone all clients 48 hours in advance of a scheduled appointment to confirm attendance.

Cancellation or rescheduling of an appointment must be done within **48 hours** of the scheduled appointment. Please call during regular business hours (8:00 AM – 5:00 PM, Monday – Friday, excluding holidays). Failure to provide 48 hours' notice will be considered a "no show/late cancel".

Clients who completely miss a scheduled appointment will be considered a "no show". The first time a client does not show for an appointment, efforts will be made to reach the client by phone and/or letter to reschedule. Client must contact customer support to schedule a new appointment.

Clients who "no show" or "no show/late cancel" two appointments may be referred to our Engagement Specialist. Referred clients will be unable to schedule future appointments with their primary therapist until they meet with our Engagement Specialist and follow any recommended protocols, which may include participation in a three session Engagement Group. Once recommended engagement activities are completed, scheduling with a primary therapist may resume.

Clients who "no show" for a scheduled evaluation will not be rescheduled, but can obtain an evaluation during Open Access Hours.

North Star Behavioral Health Sliding Fee Scale (Maximum Income)

Family Size	Nominal Fee \$3/service	90% discount \$5/srvc	80% discount \$10/srvc	70% discount \$15/srvc	60% discount \$20/srvc	50% discount \$25/srvc	40% discount \$30/srvc	30% discount \$35/srvc	20% discount \$40/srvc	10% discount \$45/srvc	Full Fee
1	0-\$11,770	\$12,947	\$14,124	\$15,301	\$16,478	\$17,655	\$18,832	\$20,009	\$21,186	\$22,363	\$23,541+
2	0-15,930	17,523	19,116	20,709	22,302	23,895	25,488	27,081	28,674	30,267	31,861+
3	0-20,090	22,099	24,108	26,117	28,126	30,135	32,144	34,153	36,162	38,171	40,181+
4	0-24,250	26,675	29,100	31,525	33,950	36,375	38,800	41,225	43,650	46,075	48,501+
5	0-28,410	31,251	34,092	36,933	39,774	42,615	45,456	48,297	51,138	53,979	56,821+
6	0-32,570	35,827	39,084	42,341	45,598	48,855	52,112	55,369	58,626	61,883	65,141+
7	0-36,730	40,403	44,076	47,749	51,422	55,095	58,768	62,441	66,114	69,787	73,461+
8	0-40,890	44,979	49,068	53,157	57,246	61,335	65,424	69,513	73,602	77,691	81,781+