



CHCB offers a Sliding-Fee Scale Financial Assistance Program. Eligible patients have a household income at or below 200% of poverty. Insured and uninsured patients are welcome to apply for assistance with their portion of their CHCB bills. The Sliding-Fee Scale Financial Assistance Program can be used for all CHCB programs and services.

Patient Support Services

Monday	8:30am	5:00pm
Tuesday	8:30am	5:00pm
Wednesday	8:30am	5:00pm
Thursday <i>(Closed for Staff Meetings 11:30am-1pm)</i>	8:30am	5:00pm
Friday	8:30am	4:30pm
Saturday	Closed	
Sunday	Closed	

802-264-8124

Walk-ins Welcome!

Our Patient Support Services staff are available to help patients in-person at our Riverside Health Center on a first-come/first-served basis, as well as by phone and e-mail.

Have your picture ID, Social Security Number, income documents and any immigration documents with you to facilitate the enrollment and/or renewal process. When you arrive, please take a number, have a seat in the designated waiting area and a member of the PSS team will assist you as soon as possible!

Please call to inquire about PSS availability at our other locations.

Applications are available on-site and on our website at www.chcb.org/forms

PLEASE APPLY BEFORE YOUR FIRST VISIT



617 Riverside Avenue, Burlington, VT 05401
(802) 264-8124 | www.chcb.org

PatientSupport@chcb.org

Frequently Asked Questions About the Sliding-Fee Scale



Patient Support Services

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What counts toward total household income?

Total household income is the total combined income of all household members. This includes money from:

- Jobs
- Self-employment net income
- Rent
- Pensions, dividends, interest
- Social Security or unemployment benefits
- Stipends or any other monetary income received by members of the household

Which documents can I use to verify my income?

There are many documents we can accept to verify your household income when applying for our Sliding-Fee Scale. Some of the most common are:

- 2 consecutive paystubs from the last 30 days
- Social Security, disability or pension benefits statements
- IRS Form W2 or 1099
- FAFSA form
- Most recently filed tax return (form 1040)
- Unemployment benefits statement

If you have no proof of income, you may fill out a written self-declaration form detailing how you support yourself financially, but you will only be eligible for benefits for up to 90 days. Remember, eligibility for our Sliding-Fee Scale

is based on the total household income; therefore documents will be required for each person.

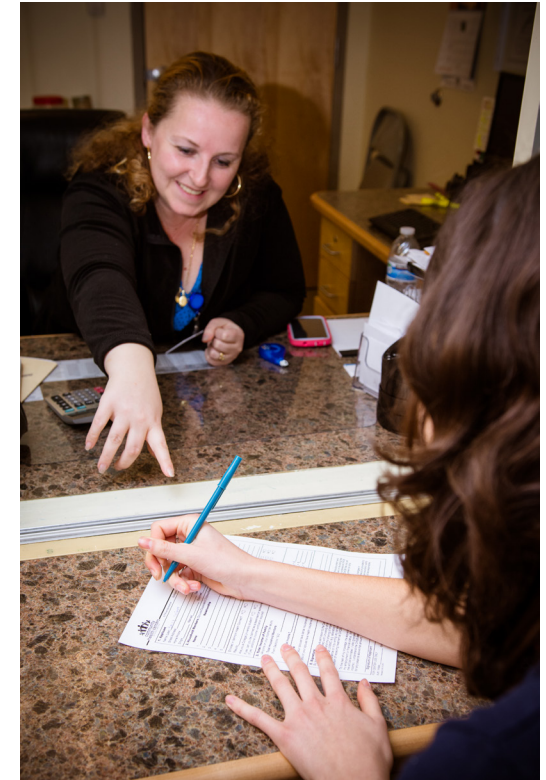
If you have questions about whether you have the required documentation to verify your income, please call us at 264-8124 before you come to apply and we'll be happy to help you figure out what to bring.

Who is considered to be a household member?

Household members are those listed on your tax return. Roommates who share mutual living expenses are not necessarily considered to be members of the same household.

If my Sliding-Fee Scale application is approved, how long will my benefits last?

Most patients will be enrolled into the Sliding-Fee Scale Program for one calendar year. They can then reapply with updated income verification documents. Those who apply using a self-declaration of income or unemployment benefits statement will only be eligible for the discount for up to 90 days. If your housing situation or income changes, you Slide may be affected. Please call us for more information if that occurs.



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