

Welcome to the Community Health Centers of Burlington (CHCB), your local Federally Qualified Health Center (FQHC). It's our pleasure to serve you with high quality, affordable health care. CHCB is committed to providing you with the best possible patient experience. The below guidelines were established to help you understand the financial options available when receiving care at CHCB.

As an FQHC with a nonprofit mission to bring comprehensive health care to our community, we welcome everyone, whether you have insurance or not.

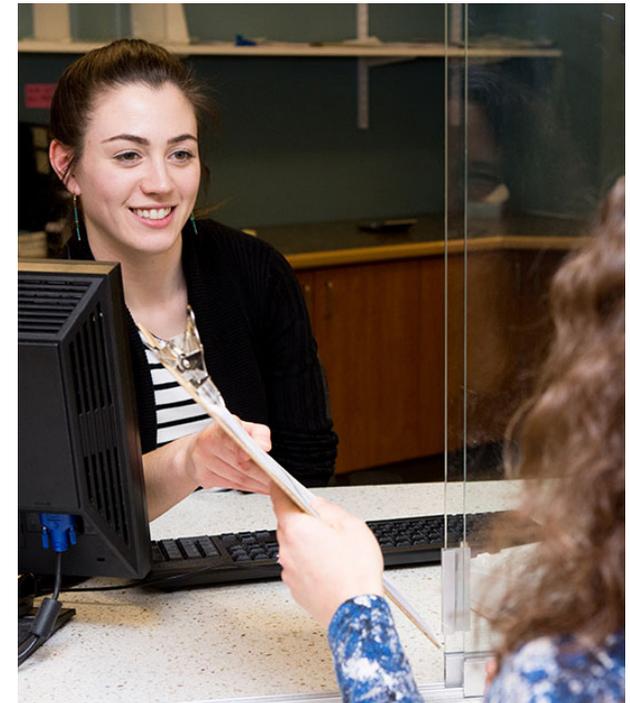


617 Riverside Avenue
Burlington, VT 05401

www.chcb.org



Payment Guidelines



PAYMENT

CHCB has several payment options available to meet the needs of both insured and uninsured patients. Payment is expected at the time of your service using one of the following options:

Sliding-Fee Scale Financial Assistance Program

As an FQHC, CHCB offers a Sliding-Fee Scale discount to all income-eligible patients. If you have questions about assistance or would like to apply, please contact our Patient Support Services Team at (802) 264-8124. Assistance is available for patients with or without health insurance.

Time of Service Discount

Payments made on the same day that you receive care are discounted by an additional 25% for medical care, counseling and psychiatry, and 5% for dental care. Paying in full provides a cost savings for CHCB by not having to mail out paper bills; this discount is our way of passing that savings on to our valued patients.

Payment Plans

If you are unable to pay your portion of a bill in full at the time of your service, a payment plan can be created. Please let your Patient Services Representative know when you are checking out that you are in need of a payment plan.

COLLECTION AGENCY WARNING

Please let us know if you have trouble paying your bill! If we do not receive payment from you within 90 days of sending you a bill, and we do not hear from you to set up a payment plan, your account will be considered past due and may result in being sent to an outside collection agency. As always, please don't hesitate to contact our Billing Department at (802) 264-8126 or billing@chcb.org.

HEALTH INSURANCE

If you don't know if you have insurance, or would like to enroll in health insurance, a member of our Patient Support Services Team can assist you by calling (802) 264-8124.

If you have insurance coverage with a plan that CHCB participates with, you only need to pay your copayment or coinsurance on the day you receive your services. If you have insurance coverage with a plan CHCB does not participate with, we will bill your insurance as a courtesy and any balance unpaid by them will be billed to you, with payment expected within 30 days.

Commercial insurance plans accepted by CHCB:

- **Medical:** Blue Cross Blue Shield, CBA, Cigna, MVP, Tricare, Humana, Secure Horizons, Medicare, VT Medicaid
- **Dental:** Delta Dental, VT Medicaid
- **Counseling and Psychiatry:** MVP (Primarilylink), Magellan, Cigna, United Health Care, Value Options, Beacon

CHCB acceptance or participation with an insurance plan is not a guarantee of payment. Please contact your insurance company if you have any questions or concerns about payment or coverage of your services.

In order for us to successfully bill your insurance we will need:

- Prompt notification of any insurance changes
- Your current insurance card(s) at each appointment
- The order in which to bill your insurance plan(s) if you have more than one

If you have an insurance plan with which we do not participate, we will submit your insurance claim as a courtesy. If payment is not received within 45 days, the balance due may become your responsibility. When necessary, we may ask you to assist us in working with your insurance company to collect payment for your services.

RECEIVING A BILL AFTER YOUR VISIT

Did your insurance say your services were 'non-covered' for your insurance plan?

Your insurance plan may not cover all of your services. When an insurance plan makes this determination, they notify us to bill you. So you won't be surprised by this, please read your insurance materials carefully and contact your insurance company with questions about which services are or aren't covered.

Did you have lab services performed?

While we perform many laboratory services at CHCB, some tests ordered by your providers are performed at outside laboratories such as the UVM Medical Center. You or your insurance company may receive a separate bill from the outside laboratory for those services. Patients who qualify for our Sliding-Fee Scale Financial Assistance Program are eligible to have these charges discounted.

Did you see a Behavioral Health Clinician?

Your medical provider may refer you to a Clinical Social Worker/ Behavioral Health Consultant during your medical appointment to help with additional screening and intervention for mental health, substance use, stress, and other issues.

The Behavioral Health Consultation Service offers assistance when habits, behaviors, stress, worry, or emotional concerns about physical or other life problems are interfering with a person's daily life and/or overall health. The behavioral health consultant (BHC) works with your primary care provider (PCP) to evaluate and provide brief, solution-focused interventions.

The BHC has specialty training in the behavioral management of health problems. Together, the BHC and your PCP can consider the physical, behavioral, and emotional aspects of your health concern and help determine a course of action that will work best for you.

Depending on the clinical intervention you receive, you may be charged an additional fee. Please discuss the possibility of an additional fee with the Clinical Social Worker at the beginning of the session.