Sliding Fee Scale Policy

Synergy Family Services is committed to ensuring equitable access to behavioral health services for all individuals, regardless of their ability to pay. This policy outlines the eligibility criteria, verification procedures, and implementation standards for our Sliding Fee Discount Program (SFDP), applicable to uninsured or underinsured clients receiving services through our Outpatient Mental Health Clinic (OMHC) and Psychiatric Rehabilitation Program (PRP).

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1. Definitions

- **Family Size:** Includes all persons related by birth, marriage, domestic partnership, or adoption who reside together. This may also include non-related individuals sharing income and expenses in the same household.
- **Income:** Includes gross income from all sources for each household member. Examples:
  - Wages and salaries
  - Social Security and disability income
  - Unemployment compensation
  - Child/spousal support
  - Veterans' benefits
  - Pension or retirement income
  - Self-employment income
  - Financial support from outside the household

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2. Eligibility and Income Verification

Eligibility is based on the most recent **Federal Poverty Guidelines (FPG)** and requires:

- **Completed Sliding Fee Discount Application**
- **Documentation for all sources of income**, including:
    - Two most recent pay stubs
    - Most recent federal tax return
    - Social Security award letters
    - Letter from employer (for informal/cash employment)
    - Statement of support (if income is provided by a non-household member)
    - Self-declaration may be temporarily accepted in the absence of documentation

Eligibility is determined by administrative staff within 5 business days of submission.

Federal Poverty Guidelines for 2025

2025 POVERTY GUIDELINES FOR THE 48 CONTIGUOUS STATES AND THE DISTRICT OF COLUMBIA	
Persons in family/household	**Poverty guideline**
1	$15,650
2	$21,150
3	$26,650
4	$32,150
5	$37,650
6	$43,150
7	$48,650
8	$54,150
For families/households with more than 8 persons, add $5,500 for each additional person.	

3. Sliding Fee Discount Application

Clients must complete the **Sliding Fee Discount Application**, which includes:

- Questions about household size and monthly income
- Screening for potential eligibility for other funding sources (Medicaid, Medicare)
- Signature affirming accuracy and authorization to verify information

All decisions are documented, and clients are notified in writing of approval status and applicable fee tier.

Sliding Fee Discount Schedule

Poverty Level	100%	101-125%	126-150%	151-200%	>200%
Family Size	Discount 100%	Discount 75%	Discount 50%	Discount 25%	Discount 0%
1	$15,650	$17,215	$20,345	$23,475	$31,300
2	$21,150	$23,265	$27,495	$31,725	$42,300
3	$26,650	$29,315	$34,645	$39,975	$53,300
4	$32,150	$35,365	$41,795	$48,225	$64,300
5	$37,650	$41,415	$48,945	$56,475	$75,300
6	$43,150	$47,465	$56,095	$64,725	$86,300
7	$48,650	$53,515	$63,245	$72,975	$97,300
8	$54,150	$59,565	$70,395	$81,225	$108,300

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4. Sliding Fee Schedule

Synergy's discount schedule aligns with 2025 FPG and offers:

- **100% Discount** for households at or below **100% FPG**
- **75%, 50%, and 25% Discounts** for households from **101% to 200% FPG**
- Clients above 200% FPG are not eligible for discounts

% of FPG	Discount	OMHC Therapy	PRP Youth	PRP Adult	Diagnostic Assessment	Psychiatric Evaluation	Medication Management	PRP Intake
≤100%	100%	$0	$0	$0	$0	$0	$0	$0
101-125%	75%	$25	$31.25	$40	$50	$50	$22.50	$18.75
126-150%	50%	$50	$62.50	$80	$100	$100	$45	$37.50
151-200%	25%	$75	$93.75	$120	$150	$150	$67.50	$56.25
>200%	0%	$100	$125	$160	$200	$200	$90	$75

Nominal Charges: Synergy may charge a nominal fee for individuals at or below 100% FPG. These fees are not a barrier to care and are capped to remain symbolic.

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5. Program Communication

The availability of the Sliding Fee Discount Program is communicated via:

- Public-facing signage in English and Spanish posted in all lobby areas
- Notices and applications provided during intake and posted on Synergy's website
- Office Administrative staff assistance offered to complete applications during enrollment

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6. Collections Policy

- Synergy will not deny services due to inability to pay.
- Clients approved for discounts are not subject to standard collections protocols.

- If clients fail to apply and do not pay balances, outreach includes offering the SFDP application before proceeding with collections.
- Hardship waivers may be granted on a case-by-case basis.

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7. Reassessment and Updates

- Eligibility is reassessed annually or upon reported change in financial status.
- The sliding fee schedule is updated annually to reflect the current FPG.
- Program operations are reviewed annually to ensure NHSC and HRSA compliance.

All decisions are documented, and clients are notified in writing of approval status and applicable fee tier.