



SLIDING FEE DISCOUNT PROGRAM POLICY

BUSINESS OFFICE POLICIES

SUBJECT: Sliding Fee Discount Program

EFFECTIVE DATE: November 1, 2026

POLICY:

To make free or discounted mental health counseling services available to those in need.

PURPOSE:

All clients seeking counseling services at Country Crossroads Counseling are assured that they will be served regardless of ability to pay. No one is refused service because of lack of financial means to pay. This program is designed to provide free or discounted care to those who have no means, or limited means, to pay for their counseling services (uninsured or underinsured).

Country Crossroads Counseling will offer a Sliding Fee Discount Program to all who are unable to pay for their services. Country Crossroads Counseling will not discriminate on the basis of an individual's ability to pay, or whether payment for those services would be made under Medicare, Medicaid, or the Children's Health Insurance Program (CHIP). The Federal Poverty Guidelines are used in creating and annually updating the sliding fee schedule to determine eligibility.

PROCEDURE:

The following guidelines are to be followed in providing the Sliding Fee Discount Program.

1. Notification: Country Crossroads Counseling will notify clients of the Sliding Fee Discount Program by:

- A Payment Policy Brochure will be available to all clients at the time of service.
- Notification of the Sliding Fee Discount Program will be offered to each client at intake.
- The Sliding Fee Discount Program application will be included with billing correspondence sent out by the practice.
- An explanation of our Sliding Fee Discount Program and our application form are available on Country Crossroads Counseling's website.
- Country Crossroads Counseling posts notification of the Sliding Fee Discount Program in each clinic waiting area.

2. Request for discount: Requests for discounted services may be made by clients, family members, school counselors, social services staff, or others who are aware of existing financial hardship. The Sliding Fee Discount Program is available for counseling visits at any of our locations. Information and forms can be obtained from front office staff.



SLIDING FEE DISCOUNT PROGRAM POLICY (CONT.)

3. Administration: The Sliding Fee Discount Program procedure will be administered through the practice's business office manager or designee. Information about the policy and procedure will be provided to clients, and staff are available to assist with completion of the application. Dignity and confidentiality will be respected for all who seek and/or are provided counseling services.

4. Completion of Application: The client/responsible party must complete the Sliding Fee Discount Program application in its entirety. Staff will be available, as needed, to assist with applications. By signing the application, persons are confirming their income as disclosed on the application form.

5. Eligibility: Discounts will be based on income and family size only. We do not require clients to apply for Medicaid/health insurance or undergo asset testing to qualify for the sliding fee discount program.

- **Family** is defined as: a group of two or more people (one of whom is the householder) related by birth, marriage, or adoption and residing together; all such people (including related subfamily members) are considered members of one family. Country Crossroads Counseling will also accept non-related household members when calculating family size.
- **Income includes:** gross wages; salaries; tips; income from business and self-employment; unemployment compensation; workers' compensation; Social Security; Supplemental Security Income; veterans' payments; survivor benefits; pension or retirement income; interest; dividends; royalties; income from rental properties, estates, and trusts; alimony; child support; assistance from outside the household; and other miscellaneous sources.

6. Income verification: Applicants may provide one of the following: prior year W-2, two most recent pay stubs, letter from employer, or Form 4506-T (if a W-2 was not filed). Self-employed individuals will be required to submit detail of the most recent three months of income and expenses for the business. Adequate information must be made available to determine eligibility for the program. Self-declaration of income may be used. Clients who are unable to provide written verification may provide a signed statement of income.

7. Discounts: Those with incomes at or below 100 percent of the Federal Poverty Guidelines will receive a full 100 percent discount for counseling services. Those with incomes above 100 percent but at or below 200 percent of the Federal Poverty Guidelines will be charged a nominal fee according to the attached sliding fee schedule. The sliding fee schedule will be updated during the first quarter of every calendar year with the latest Federal Poverty Guidelines.

8. Nominal Fee: Clients with incomes above 100 percent but at or below 200 percent of the Federal Poverty Guidelines will be charged a nominal fee according to the attached sliding fee schedule, based on family size and income. However, clients will not be denied services due to an inability to pay. The nominal fee is not a threshold for receiving care, and is not a minimum fee or co-payment. Our standard, non-discounted session rate averages \$100 per session.



SLIDING FEE DISCOUNT PROGRAM POLICY (CONT.)

9. Waiving of Charges: In certain situations, clients may not be able to pay the nominal or discount fee. Waiving of charges must be approved by Country Crossroads Counseling's designated official. Any waiving of charges should be documented in the client's file along with an explanation.

10. Applicant notification: The Sliding Fee Discount Program determination will be provided to the applicant(s) in writing and will include the percentage of discount approved, or, if applicable, the reason for denial. If the application is approved for less than a 100 percent discount or denied, Country Crossroads Counseling will work with the client and/or responsible party to establish payment arrangements. Applications cover outstanding balances for six months prior to the application date and any balances incurred within 12 months after the approved date, unless the client's financial situation changes significantly. The applicant may reapply after 12 months, or sooner if there is a significant change in family income.

11. Refusal to Pay: If a client verbally expresses an unwillingness to pay or does not respond regarding an outstanding balance, the client will be contacted in writing regarding payment obligations. If the client is not on the sliding fee schedule, a copy of the Sliding Fee Discount Program application will be sent with the notice. If the client does not make an effort to pay or fails to respond within 60 days, this constitutes refusal to pay. At this point, the practice may explore options including a payment plan, waiving of charges, or referral to collections.

12. Record keeping: Information related to Sliding Fee Discount Program decisions will be maintained in a centralized confidential file located in the business office, preserving the dignity of those receiving free or discounted care.

- Applicants approved for the Sliding Fee Discount Program will be logged in the practice's electronic health record system, noting applicant name, dates of coverage, and percentage of coverage.
- The business office manager will maintain an additional monthly log identifying Sliding Fee Discount Program recipients and dollar amounts. Denials and applications not returned will also be logged.

13. Policy and procedure review: The Sliding Fee Schedule will be updated based on current Federal Poverty Guidelines. Country Crossroads Counseling will also review possible changes to its policy and procedures and examine institutional practices which may serve as barriers preventing eligible clients from accessing our community care.

14. Budget: During the annual budget process, an estimated amount of Sliding Fee Discount Program service will be placed into the budget as a deduction from revenue.

APPROVAL

REVISED

REVIEWED BY



SLIDING FEE DISCOUNT PROGRAM — CLIENT APPLICATION

It is the policy of Country Crossroads Counseling to provide essential counseling services regardless of the client's ability to pay. Country Crossroads Counseling offers discounts based on family size and annual income. Please complete the following information and return it to the front office to determine if you or members of your family are eligible for a discount.

The discount applies to counseling services received at any of our locations, but not to services obtained outside our practice. You must complete this form every 12 months or if your financial situation changes.

Name

Street Address / City / State / ZIP

Phone

Preferred Location

Please list all household members, including those under age 18.

Household Member Name	Relationship	Date of Birth
Self		



SLIDING FEE DISCOUNT PROGRAM — CLIENT APPLICATION (CONT.)

Source	Self	Other	Total
Gross wages, salaries, tips, etc.			
Income from business and self-employment			
Unemployment, workers' comp, Social Security, SSI, veterans' payments, survivor benefits, pension, or retirement income			
Interest; dividends; royalties; rental, estate, and trust income; alimony; child support; outside assistance; other sources			
TOTAL INCOME			

I certify that the family size and income information shown above is correct.

Name (Print)

Signature

Date

OFFICE USE ONLY

Client Name:

Approved Discount:

Approved by:

Date Approved:

Verification Checklist	Yes	No
Identification/Address: Driver's license, utility bill, or other		
Income: Prior year tax return, three most recent pay stubs, or other		

Self-declaration of income may also be used.



SLIDING FEE DISCOUNT SCHEDULE

Based upon Federal Poverty Level (2026 HHS Poverty Guidelines – 48 Contiguous States & D.C.) — Good Through January 31, 2027.

Annual Household Income

Family Size	0%–100%	101%–135%	136%–165%	166%–200%	201% & up (Self Pay)
1	\$0–\$15,960	\$15,961–\$21,546	\$21,547–\$26,334	\$26,335–\$31,920	\$31,921 & up
2	\$0–\$21,640	\$21,641–\$29,214	\$29,215–\$35,706	\$35,707–\$43,280	\$43,281 & up
3	\$0–\$27,320	\$27,321–\$36,882	\$36,883–\$45,078	\$45,079–\$54,640	\$54,641 & up
4	\$0–\$33,000	\$33,001–\$44,550	\$44,551–\$54,450	\$54,451–\$66,000	\$66,001 & up
5	\$0–\$38,680	\$38,681–\$52,218	\$52,219–\$63,822	\$63,823–\$77,360	\$77,361 & up
6	\$0–\$44,360	\$44,361–\$59,886	\$59,887–\$73,194	\$73,195–\$88,720	\$88,721 & up
7	\$0–\$50,040	\$50,041–\$67,554	\$67,555–\$82,566	\$82,567–\$100,080	\$100,081 & up
8	\$0–\$55,720	\$55,721–\$75,222	\$75,223–\$91,938	\$91,939–\$111,440	\$111,441 & up
Each add'l member	\$0–\$5,680	\$5,681–\$7,668	\$7,669–\$9,372	\$9,373–\$11,360	\$11,361 & up
Poverty Level	0%–100%	101%–135%	136%–165%	166%–200%	201% & up
Co-Pay All Services	\$30	\$40	\$50	\$60	Full Fee

Weekly Household Income

Family Size	0%–100%	101%–135%	136%–165%	166%–200%	201% & up (Self Pay)
1	\$0.00–\$306.92	\$306.94–\$414.35	\$414.37–\$506.42	\$506.44–\$613.85	\$613.87 & up
2	\$0.00–\$416.15	\$416.17–\$561.81	\$561.83–\$686.65	\$686.67–\$832.31	\$832.33 & up
3	\$0.00–\$525.38	\$525.40–\$709.27	\$709.29–\$866.88	\$866.90–\$1,050.77	\$1,050.79 & up
4	\$0.00–\$634.62	\$634.63–\$856.73	\$856.75–\$1,047.12	\$1,047.13–\$1,269.23	\$1,269.25 & up
5	\$0.00–\$743.85	\$743.87–\$1,004.19	\$1,004.21–\$1,227.35	\$1,227.37–\$1,487.69	\$1,487.71 & up
6	\$0.00–\$853.08	\$853.10–\$1,151.65	\$1,151.67–\$1,407.58	\$1,407.60–\$1,706.15	\$1,706.17 & up
7	\$0.00–\$962.31	\$962.33–\$1,299.12	\$1,299.13–\$1,587.81	\$1,587.83–\$1,924.62	\$1,924.63 & up
8	\$0.00–\$1,071.54	\$1,071.56–\$1,446.58	\$1,446.60–\$1,768.04	\$1,768.06–\$2,143.08	\$2,143.10 & up
Each add'l member	\$0.00–\$109.23	\$109.25–\$147.46	\$147.48–\$180.23	\$180.25–\$218.46	\$218.48 & up
Poverty Level	0%–100%	101%–135%	136%–165%	166%–200%	201% & up
Co-Pay All Services	\$30	\$40	\$50	\$60	Full Fee

Source: U.S. Department of Health & Human Services, Annual Update of the HHS Poverty Guidelines, 91 FR 1797 (effective Jan. 13, 2026). 48 Contiguous States & D.C. base guideline used; tiers calculated at 100%, 135%, 165%, and 200% of the guideline, consistent with prior year's schedule methodology. Example: a household of 1 with annual income between \$0 and \$15,960 falls in the 0–100% range and pays a \$30 co-pay for all services.



PUBLIC NOTICE SIGNAGE

Country Crossroads Counseling is required to inform clients of the Sliding Fee Discount Program. The following signage is posted prominently online and at each physical location.

NOTICE TO CLIENTS:

No one will be denied access to counseling services due to inability to pay.

A discounted/sliding fee schedule is available based on family size and income.

For more information, ask at the front office or visit our website.

Thank you.

AVISO PARA CLIENTES:

Este consultorio atiende a todos los clientes independientemente de su capacidad de pago.

Se ofrecen descuentos según el tamaño de la familia y los ingresos.

Para obtener más información, pregunte en la recepción o visite nuestro sitio web.

Gracias.