

YOUR RESPONSIBILITIES

- Bring in the required information for Sliding Fee Program.
- Complete the Sliding Fee Application.
- Make consistent payments on any current balance or bad debt.
- Bring in your sliding fee co-pay at the time of your appointment.

SLIDING FEE QUESTIONS

If you have any questions regarding the Sliding Fee Program, please contact our coordinator via email at slidingfee@svms.net or call:

Shenandoah Community Health
304.596.2215


Winchester Family Health Center
540.722.2369



Shenandoah Community Health
99 Tavern Road, Martinsburg, WV 25401
PO Box 1146, Martinsburg, WV 25402
Phone: 304.263.4999
Fax: 304.596.2202

Shenandoah Community Health—Winchester
1330 Amherst Street, Winchester, VA 22601
Phone: 540.722.2369
Fax: 540.722.6601

www.ShenCommHealth.com

Shenandoah Valley Medical System, Inc. does business as Shenandoah Community Health (SCH). This health center receives Health and Human Services funding and has Federal Public Health Service deemed status with respect to certain health or health-related claims, including medical malpractice claims, for itself and its covered individuals. SCH is an equal opportunity provider, serving all patients regardless of ability to pay. 



SLIDING FEE DISCOUNT PROGRAM

- Shenandoah Community Health
- Shenandoah Community Health—Winchester
- Shenandoah Community Health—Behavioral Health
- Shenandoah Community Health—Healthy Smiles

WHAT IS THE SLIDING FEE DISCOUNT PROGRAM?

- The Sliding Fee Discount Program allows those who are un-insured or underinsured to receive healthcare at a reduced cost.
- To be eligible for the program, proof of household income and family size is required. The minimum payment for medical care is \$15 and minimum for dental care is \$20. This amount is only for patients that are below 100% of the poverty level.
- You may owe more based on the level of reduction for which you qualify. If you have insurance, reduced payments will apply to the balance you owe after your insurance obligations, such as per visit co-pay as part of your insurance agreement.
- The Sliding Fee Discount Program can be used for x-rays, laboratory services, medical, and dental care at our Shenandoah facilities.

WHAT IS REQUIRED TO APPLY?

1. Proof of one month of income for everyone in the household.
2. Completion of the sliding fee application including signatures of all adults who wish to be enrolled in the program.

HOW DOES THE PROGRAM WORK?

1. Once all the required information is received, a letter stating eligibility will be sent.
2. The rate stated in the letter will be what percentage the patient is responsible for.
3. **An approved sliding fee application must be received prior to receiving a discount.**
4. **If documentation is not provided, or the application could not be approved, the full amount charged for the services received will be the responsibility of the patient or guarantor.**

UPDATE & PAYMENT REQUIREMENTS

1. Financial documentation for the Sliding Fee Discount Program must be updated every April.
2. **The requested information must be supplied prior to receiving a Sliding Fee Discount.**
3. Your application must be updated anytime your income changes more than \$100 per month.
4. It is important to keep your account current. If balances are not paid in a timely manner, you may be asked to agree to a payment plan. We are willing to work with you to develop a reasonable payment schedule based upon your ability to pay. It is very important that the agreed upon amount is paid regularly and on time. If not, it may be necessary to speak to a billing specialist before each appointment is made.
5. The Sliding Fee Program is funded by the Federal Government. Failure to provide truthful application information may result in dismissal from the Sliding Fee Discount Program and/or Federal Penalties.