

LifePath Systems LBHA

Charges for Community Behavioral Health Services

LifePath Systems LBHA services are funded by the State of Texas, local government and by consumers who have the ability to pay.

How LifePath Systems Charges for Services

LifePath Systems will not turn you away from services just because you cannot pay for them. The amount that we charge for services is based on your ability to pay. The way we decide your ability-to-pay is fair and is the same for everyone. We will show you the way we did it and answer your questions.

What We Need From You

To determine if you are able to pay for services, our financial staff will ask you for the following information:

- Photo ID
- Social Security Card
- Proof of Residence in Collin County
- Proof of Total Household Income (for you and your spouse)
- Proof of the Number of Family Members in your Household (spouse and applicable dependents living in the home with you)
- Proof of Any Extraordinary Expenses
- Proof of Any Insurance
- Proof of Any Benefits Approved, Denied, or Pending
- Proof of U.S. Citizenship (for the Prescription Assistance Program)
- Proof you are the Parent or Legal Guardian (if client is under 18 years of age or an incapacitated adult)

What You Will Pay

Your income (minus any extraordinary expenses) and the number of people in your family will be applied to a fee schedule to determine your fee for services. Our financial staff will tell you the amount of your fee and give you a copy of the fee schedule we used to determine your fee. If your fee is more than zero, then you will receive a bill for services. You may pay more than your sliding scale fee if you choose to.

Note: Parents are not responsible for adult children's maximum monthly fee. Children are not responsible for parent's maximum monthly fee. If more than one family member receives services, the maximum monthly fee is for the family.

If You Have Medicare or Medicaid Benefits

Medicaid-covered services will be billed directly to Medicaid. You will not receive a bill for any services paid by Medicaid. If you have Medicare you are responsible for co-insurance and/or deductibles, up to your sliding scale fee. If your services are *not* covered by Medicaid or Medicare, then you may be charged up to your sliding scale fee.

If you are not eligible for benefits or refuse to apply for benefits, you may be charged the full standard fee for services. (Texas Administrative Code)

If You Have Private Health Insurance

If you have private health insurance and we are a provider for your insurance plan, and you complete an assignment of benefits, we will bill your insurance company directly for covered services. You are responsible for charges that your insurance company does not pay for. If you have insurance and do not complete an assignment of benefits, then we may charge you the full standard rate for services. If we are not a provider for your insurance plan, we will assist you in locating a provider who accepts your insurance.

Trusts and Charges for Community Services

If you or your family members have set up a trust to provide for your care and treatment, please note that trusts may be subject to claims for some or all services. Anyone concerned about protecting trusts from liability should consult with his or her own attorney.

Financial Hardship

If it is difficult to pay all charges owed, we may be able to arrange for you to temporarily pay a lesser amount each month. If you have private health insurance and financial hardship prevents you from paying your full co-insurance, co-pays, or deductible, we may make arrangements with you to pay no more than your sliding scale fee (or \$5.00 a month, if your sliding scale fee is zero) for mental health services until your balance is paid.

Reduction or Termination of Services for Non-Payment

When it has been determined through a financial assessment that you have the ability to pay, whether through determination of a sliding scale fee or third party, we will make every reasonable effort to collect on past due accounts. Each account is properly assessed and if needed, we will conduct a follow up financial assessment in evaluating ability to pay. If it is determined that non-payment is not related to a mental health crisis and despite reasonable efforts to secure payment, you refuse to pay, then we may propose to involuntarily reduce or terminate services for non-payment.

You have the right to appeal any decision. You may request that the appeal decision be reviewed by the Office of Consumer Services and Rights Protection-Ombudsman, 1-800-252-8154, representing DHS.

Note: If we do not accept your private health insurance and refer you to another provider to receive services, you may appeal this decision as a denial of services.

If you have any questions or concerns, please contact LifePath Systems Financial Eligibility Department at 972-422-5939.