



## Notice of Client Financial Responsibility

As a courtesy to clients, NWMHC will bill all acceptable third parties for payment when complete information and assignment is provided.

In addition, we will assist a client in applying for a charity discount or state/federal funds program that might be available, provided certain eligibility criteria are met.

Insured clients are responsible for paying co-pays, deductibles, co-insurance and/or fees for non-covered services.

- Payment for co-pays is required at the time of service.

Uninsured clients that do not qualify for a charity discount or state/federal funds programs are responsible for charges prior to the time services are provided.

- NWMHC will help with the process (MNSURE)

Full reimbursement is expected within 30 days of billing, except where prohibited by law or contract.

- Clients will be contacted by letter to make payment arrangements.

Inability to pay/payment arrangements:

- Clients with active overdue accounts receivable will be asked to make satisfactory payment arrangements. Scheduled services will be reviewed prior to services being provided.
  - a. Payment plans may be available to clients based on the amounts due and payment history
  - b. Sliding Fee Scale
  - c. Grant Funding
  - d. County Options – must be with MNSure

NWMHC bills the 10<sup>th</sup> of each month and will collect all debts by way of monthly statements and collection letters.

Uncollected delinquent accounts may be referred to an external collection agency or attorney for continued collection.

The following options are available to clients for payment: Cash, Debit Card, Check, Credit Card (NWMHC accepts Visa, Mastercard, Discover, HSA Card).

Payment can be made in person, by mail or over the phone.