



Five Mountains Hawaii, Inc- dba Kīpuka o ke Ola (KOKO)

Native Hawaiian Rural Health Clinic

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Website: www.kipukaokeola.com

POLICY: SLIDING FEE DISCOUNT PROGRAM

- *KOKO is committed to providing services to all patients and will make available discount services to those in financial need. All patients shall be charged without prejudice of their ability to pay. If unable to pay in full.
- KOKO has a Sliding Fee Discount Program. KOKO will also make efforts to cover expenses in a Pro Bono manner (waiving of fees) in cases where absolutely no financial resources are available.*
- *KOKO has a Sliding Fee Discount Program and utilizes the "Annual Income Thresholds by Sliding Fee Discount Pay Class and Percent Poverty" as established in the Federal Poverty Guidelines to determine eligibility. There is a simple application for patients to complete for participation in this Sliding Fee Discount Program.*

Procedure: Determination for Eligibility for Sliding Fee Discount Program

The Sliding Fee Discount Program, application, and Federal Poverty Guidelines are posted on the KOKO website (www.kipukaokeola.com) and posted in the Clinic waiting area for patient review.

- *If a patient or patient advocate requests discounted services, then the Sliding Fee Discount Program application will be provided for them to fill-out and return to the front desk. If the patient needs help in filling-out the application, then KOKO's Clinical Case Manager will provide such assistance. Eligibility will be determined utilizing the "Annual Income Thresholds by Sliding Fee Discount Pay Class and Percent Poverty" as established in the Federal Poverty Guidelines to determine eligibility. Proof of income verification is necessary but may be waived in special circumstances and self-declaration of income used in its place.*
- *Patients will be given application notification in written form - with approval, partial approval, or decline. The Clinical Case Manager will notify patient, biller, and business manager as to the final determination on the application. It will be duly noted in the patient's Electronic Health Record.*
- *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*
- *This policy and procedure, as with all KOKO policies and procedures, will be reviewed annually by the Quality Improvement Advisory Group and the KOKO Board of Directors.*