

# CHARGES FOR COMMUNITY SERVICES

**Principles:** Texas Health and Human Services and Texana Center support the following principles:

- *Persons are charged for services based on their ability to pay.*
- *Procedures for determining ability to pay are fair, equitable, and consistently implemented.*
- *Paying for services in accordance with a person's ability to pay reinforces the role of the person as a customer.*
- *Earned revenues are optimized.*
- *The department is the payor of last resort.*

**Accountability:** Every patient determined eligible to receive services from Texana Center is provided a financial assessment that determines their ability to pay. We are prohibited from denying services to a person because of their inability to pay, if the person is in crisis, if there is a pending resolution of an incomplete financial assessment, or a pending issue relating to payment for services.

**Financial Assessment:** During your financial assessment, we are responsible for identifying and accessing available funding sources such as third-party coverage, state and / or local governmental agency funds, indigent pharmaceutical programs, or a trust that provides the person's healthcare and rehabilitative needs.

- *Parents of children who may be eligible for Medicaid or Children's Health Insurance Program (CHIP) must enroll their children or provide documentation that they have been denied or enrollment is pending.*
- *Adult persons who may be eligible for Medicaid must apply for Supplemental Security Income (SSI) or provide documentation that they have been denied or enrollment is pending*
- *A person who is a full subsidy eligible individual under Medicare Part D must choose and enroll in a Medicare Part D prescription drug plan.*

Texana Center staff are available to assist with the enrollment of programs discussed above. A person will be responsible for our standard charges for services if he / she is eligible for one of the above programs and chooses not to enroll.

**Financial Documentation:** A person's ability-to-pay is based on the following required information/documentation:

- *Annual or Monthly Gross Income*
- *Extraordinary Expenses*
- *Number of Family Members*
- *Proof of Any Third-Party Coverage*



**Maximum Monthly Fee:** Your Maximum Monthly Fee (MMF) is based on information gathered during your financial assessment and is calculated based on the number of family members and annual gross income, reduced by extraordinary expenses. A MMF that is greater than zero is established for persons who are determined as having an ability to pay. If two or more members of the same family are receiving services, then the MMF is for the family. A MMF of zero is established for persons who are determined as having an inability to pay.

**Medicaid:** Medicaid-covered services will be billed directly to Medicaid, and you will not be billed for these services.

**Medicare:** If you have Medicare, you are responsible for co-payments, co-insurance, and deductibles up to your maximum monthly fee (MMF).

If your services are not covered by Medicaid or Medicare, you can be charged up to your MMF.

**Third-Party Coverage:** Texana Center maintains contracts with Medicaid, Medicare and commercial insurance companies to provide third-party coverage. A person with third-party coverage that will pay for needed services is determined as having an ability to pay. Persons (and parents) with third party coverage must execute an assignment of benefits authorizing third-party coverage payment. If Texana is not considered a provider for a person's third-party coverage, the person (or parent) will be referred to a provider for which the third party will pay or offered the option to pay our standard charges for services.

**Payments, Collection, and Non-Payment:** Persons (and parents) are responsible for promptly paying all charges owed. Texana Center is responsible for making reasonable efforts to collect payments from all available funding sources before accessing the department's funds to pay for persons' services.

**Financial Hardship:** If a person (or parent) claims financial hardship, and provides documentation that financial hardship prevents prompt payment of all charges owed, Texana Center may arrange for the person (or parent) to pay a lesser amount each month by updating the person's financial assessment and their ability to pay. Although a person (or parent) may pay a lesser amount each month because a portion of the charges will be deferred, the person (or parent) is still responsible for paying all charges owed.

With the exception of financial hardship and clinical determination, Texana Center may involuntarily reduce or terminate a person's services for non-payment by providing written notification to the person (or parent) of the decision and including notification of the person's (or parent) right to appeal.

**Questions or Concerns:** If you have any questions or need additional information contact the Business Office Coordinator in the clinic you are receiving services.

Questions about your rights related to charges for services can be directed to our Rights Protection Officer at 832-947-5630 or the Ombudsman for Behavioral Health Unit at 1-800-252-8154.