

Sliding Fee Discount Program FAQs

1. Does this affect all visits?

This change will affect all visits. Your cost depends on your planned services and your eligibility for the sliding fee discount program.

2. Will I be charged the same amount for every visit?

No, fees will vary depending on the type of visit.

3. How is my discount decided?

Your fee is based on the type of services provided to you. Your discount is based on your household size and income.

4. When exactly does the change take place?

The new fees and discounts begin on October 1st.

5. Will I be able to get my labs and X-rays done at no cost and at the same place?

Yes, if you have been approved by Providence's Charity Program.

6. Will I know how much my appointment will be before I arrive?

Yes, we will provide an estimate before your visit. Final charges may change based on actual services provided during your visit.

7. Will I need to pay when checking in? How much will I be expected to pay?

Yes, payment will be required at check-in. The amount you pay will be based on the planned services and qualifying discounts.

8. If I pay in full at time of service, can I get a discount?

No, we do not offer prompt payment discounts.

9. Are there options if I owe more than I can afford or if I cannot pay at the time of my appointment?

Please speak with one of our friendly Patient Advocates, they can review your payment options with you.

10. I can only pay \$10.00 at each visit, what happens then?

You can speak with a Patient Advocate to discuss your situation and review your options.

11. Can I access Providence's services and specialists?

Changes to our fees do not affect our referral process to Providence. However, Providence makes the final decision of what services they offer to patients.

12. Should I expect more changes in the future?

There are many changes occurring in healthcare today, and it is likely that there will be more changes. However, we want you to know that we will continue to provide high-quality, compassionate, and affordable care to you.

13. If my appointment is virtual, will that be less expensive?

No, virtual and in-person visits have the same fees.

14. My child is 19 years old and not working, but they are my dependent. Can they be evaluated separately to pay their own fees?

Yes, eligibility can be reviewed separately with a Patient Advocate.