



# Fee Collections



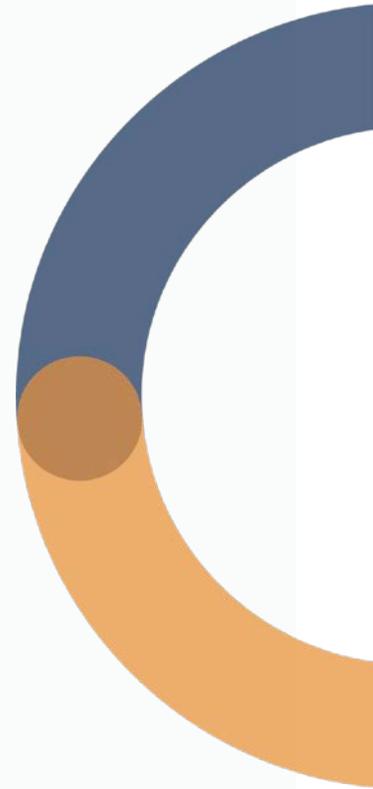
October 23, 2023



# Disclosures



- None



# Title X Program Expectations



*Individuals with income less than 100% Federal Poverty Level (FPL)*

Provide that no charge will be made for services provided to any clients from a low-income family except to the extent that payment will be made by a third party (including a government agency) which is authorized to or is under legal obligation to pay this charge. Low-income family means a family whose total annual income does not exceed 100 percent of the most recent Poverty Guidelines issued pursuant to 42 U.S.C. 9902(2). “Low-income family” also includes members of families whose annual family income exceeds this amount, but who, as determined by the project director, are unable, for good reasons, to pay for family planning services. (Section 1006(c)(1), PHS Act; 42 CFR § 59.5(a)(7) and 42 CFR § 59.2)

Source: [Title X Program Expectations](#)

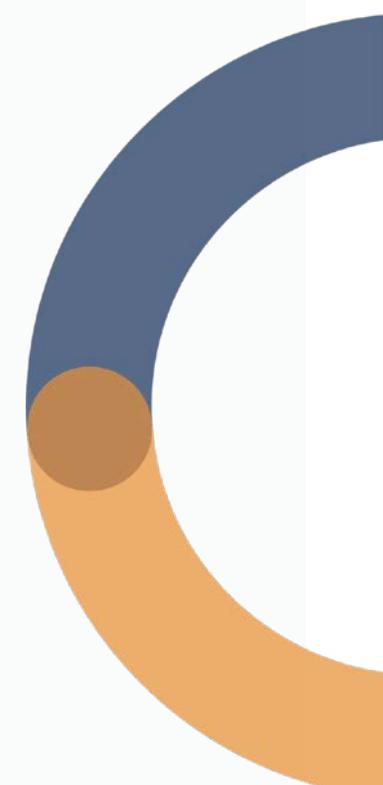
# Title X Expectations



- *Unemancipated minors*

Unemancipated minors who wish to receive services on a confidential basis must be considered on the basis of their own resources. (42 CFR § 59.2)

Source: [Title X Program Expectations](#)



# Title X Expectations

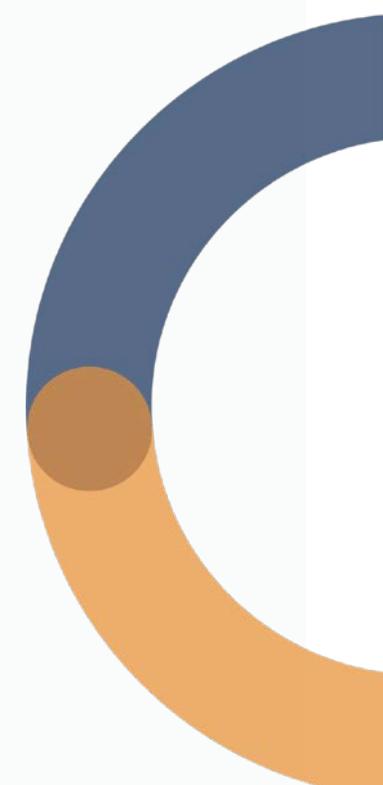


- *Individuals with income from 101 - 250% FPL*

Provide that charges will be made for services to clients other than those from low-income families in accordance with a schedule of discounts based on ability to pay, except that charges to persons from families whose annual income exceeds 250 percent of the levels set forth in the most recent Poverty Guidelines issued pursuant to 42 U.S.C. 9902(2) will be made in accordance with a schedule of fees designed to recover the reasonable cost of providing services. (42 CFR § 59.5(a)(8))

The schedule of discounts should be updated annually in accordance with the Federal Poverty Level (FPL).

Source: [Title X Program Expectations](#)



## Title X Expectations Cont.



- Ensure that family income is assessed before determining whether copayments or additional fees are charged.
- Ensure that, with regard to insured clients (income at or below 250% FPL) should not pay more (in copayments or additional fees) than what they would otherwise pay when the schedule of discounts is applied.
- Take reasonable measures to verify client income, without burdening clients from low-income families. Self-reported income is acceptable.
- Take all reasonable efforts to obtain the third-party payment without application of any discounts.

# Case Scenario



- A 27 year-old new female (she/her) client comes for an appointment
- She has insurance
- Does not request confidential billing

*What should the front-desk staff collect?*

# Resources

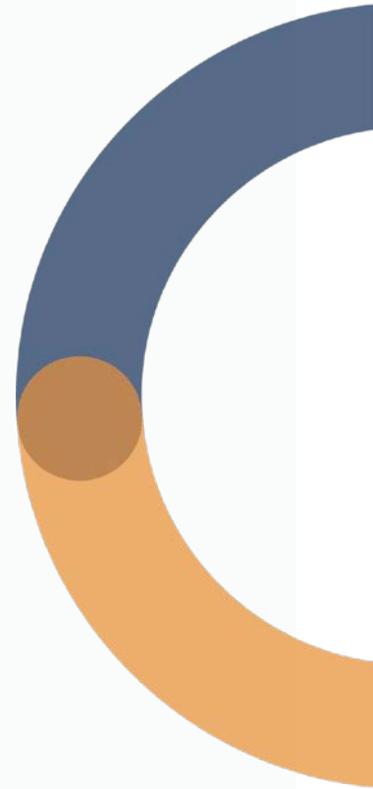


- [Client Fee Collections: Frequently Asked Questions for Title X Family Planning Agencies Job Aid](#) (RHNTC)
- [Collecting Copays and Applying Sliding Fee Scales: A Job Aid for Front Desk Staff](#) (RHNTC)
- [Monitor and Manage Client Fee Collections](#) (Best Practice 2) Training Guide (RHNTC)

**Questions?**



What questions do you have about fee collections?



# How to Engage with Us



**Subscribe** to the RHNTC monthly eNewsletter at [rhntc.org/enewsletter](https://rhntc.org/enewsletter)



**Contact us** on [rhntc.org](https://rhntc.org)



**Sign up** for an account on [rhntc.org](https://rhntc.org)



**Follow us** on Twitter @rh\_ntc



**Subscribe** to the RHNTC podcast [podcast.rhntc.org](https://podcast.rhntc.org)



**rhntc.org**

# THANK YOU!



## CONTACT US

[rhntc@jsi.com](mailto:rhntc@jsi.com)

*This office hour was supported by the Office of Population Affairs (Grants FPTPA006030, TPSAH000006) and the Office on Women's Health (Grant ASTWH2000-90-01-00). The views expressed do not necessarily reflect the official policies of the Department of Health and Human Services; nor does mention of trade names, commercial practices, or organizations imply endorsement by the U.S. Government.*