

Sliding Fee Discount Program Frequent Asked Questions (FAQs)

What is the Sliding Fee Discount Program?

The Sliding Fee Discount Program helps reduce the cost of care at Mountain Community Health (MCH) for patients who qualify based on household size and income, using Federal Poverty Guidelines.

What services are included?

Discounts may apply to services provided at MCH within our scope of services, including:

- Medical care
- Dental care
- Behavioral health services

Services performed outside of MCH, such as hospital services or outside laboratories, or specialist visits are billed separately by those organization and are not covered by the MCH sliding fee program.

Can I apply if I have insurance?

Yes. Patients may apply whether or not they have insurance.

If approved, the discount may help reduce any remaining balance after insurance has been billed, such as copays, deductibles, or coinsurance.

How do I apply?

Complete a confidential application and provide proof of household income.

Applications are available:

- At Mountain Community Health
- On our website: www.mchvt.org

What counts as proof of income?

Examples include:

- Recent pay stubs
- Most recent tax return
- Social Security or disability benefit letter
- Unemployment benefits
- Other income documentation

If you cannot provide documentation, our staff will work with you to determine other ways to verify income.

What if I have no income?

You may still qualify for the program.

We may ask you to explain how basic needs are being met (for example: help from family, savings, or assistance programs). This helps us determine eligibility fairly.

Who should be included in my household?

Your household generally includes people listed on your income tax return.

Roommates who share housing but are not financially connected are not considered part of the same household.

I am a student. Can I apply on my own?

Yes, if you are not listed as a dependent on someone else's tax return.

If you are a dependent, the person who claims you on their taxes should include you on their application.

What is my income or household size changes?

You may reapply at any time if your income or household size changes.

If I apply today, will the discount apply to my visit?

Yes. If your application is submitted within 30 days of your visit, approved discounts may be applied retroactively for up to 90 days.

How long does the discount last?

Sliding Fee approvals are typically valid for 12 months from the date of approval.

You will need to reapply each year to continue receiving the discount.

Will I still receive a bill?

Possibly. You may still receive a bill after your insurance has been processed. If you qualify for a sliding fee discount, the discount will be applied to eligible charges for services provided by Mountain Community Health.

What if I cannot pay today?

As a Federally Qualified Health Center, MCH provides care regardless of ability to pay.

Patients are responsible for paying the discounted amount, and balances may be billed after your visit.

Since I qualified for a sliding fee discount last year, do I still need to go through the application process again?

Yes, enrollment expires every year on December 31st and a new application is required at that time.

I have more questions or need help completing my application.

Please contact us:

Mountain Community Health - Billing Department
(802) 453-6843

You may also visit the clinic and speak with our Patient Account Representative.

REMINDER:

No patient will be denied medically necessary care because of inability to pay.