

The goal of Central District Health's (CDH) clinic is to provide you with quality healthcare at a reasonable cost. Please note: CDH is not a free clinic. CDH does have some fees, which are offered on a sliding scale based upon income and family size. To keep our prices affordable, we depend upon you to make prompt payment for services and supplies. To do this, we have implemented a Financial Policy. This Financial Policy shares responsibility among all our clients.

- ✓ Payments on existing balances are to be paid promptly.
  - If unable to pay in full at the time of service, please contact us to set up a payment plan.
  - CDH accepts cash, checks, credit/debit cards and insurance. .
  - Financial donations are appreciated, and assist CDH in providing reasonable costs for our clients.
  - No one will be denied services due to inability to pay.
- ✓ **Careful Contacts:**
  - To be eligible as a careful contact, it is mandatory to sign up in CDH's online patient portal. The patient portal provides opportunity to review labs, ask questions, or make payments on your account. A valid email address is required to sign up for the patient portal.
  - If, for any reason, the email address provided is not valid (or possibly changed without CDH being notified), you will be removed from Careful Contact status.
- ✓ Past due accounts will be turned over to a collection agency.
- ✓ Your account balance does not affect your ability to continue receiving services at CDH.
- ✓ If you have medical insurance:
  - Please present your insurance card at the reception desk.
  - CDH will bill your health insurance provider for you. NOTE: We do not bill insurance for cholesterol screenings or school physicals.
  - Your medical information necessary to process your claim will be provided to your health insurance provider.
  - If you have prescription coverage, please advise your CDH health service provider.
  - Be aware that some, and perhaps all of the services provided, may be non-covered services. This means they may not be considered reasonable and necessary under your health insurance program. Whether or not your insurer pays, the cost of services is your responsibility and payment is expected.
  - Insurance billing could result in information being sent to the insured party, which may be a parent, guardian or spouse. Confidentiality, with regard to careful contact status, cannot be guaranteed.
- ✓ Some tests that you may receive will be sent to the Idaho State Lab or a private lab for processing. You or your insurance provider may receive a bill from the State/private lab for these tests. If you have any questions, please ask your clinician or check-out staff.
- ✓ If you are unable to produce a valid documentation of income, a 'Self-Declaration of Household Income' must be completed.
- ✓ **If you are uninsured**, and interested in verifying if you qualify for our sliding fee scale, valid proof of income will need to be presented at check-in. [Click here to see accepted documents.](#)

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