

## ELIGIBILITY AND PAYMENT POLICY FOR CLINICAL SERVICES

**Who is eligible?** Public Health Services are available to all residents and visitors of Florida Department of Health in Miami-Dade County. Citizenship is not a requirement. We do not deny services based on a person's race, color, sex, disability, religion, sexual orientation or national origin.

**What information is required to access services?** Bring your picture identification, proof of address and insurance card (if insured). To determine a sliding scale fee classification, bring documentation of your family size and proof of income for each working family member.

**How are charges determined?** Just as in any doctor's office, the cost of a visit varies according to the services received. Selected services, such as childhood immunizations, are free. If you are eligible for a sliding fee scale, the charges will be adjusted. For example, if the service charge is \$40, a person with a sliding scale fee of 25% would only pay \$10. Sliding fee scales do not apply to client elective services such as travel immunizations. For those with insurance, any deductible and/or co-payment must be paid.

**How can I qualify for a sliding fee scale?** Based on family income and size, a sliding fee scale of 0% to 100% will apply to your charges. Documentation of your family size and proof of income for each working family member are required. Examples of proof: current pay stub, W-2 form, unemployment letter (if unemployed).

**Am I required to provide information on family income?** Proof of family income is only required if you want to apply for a sliding fee scale. You can waive income determination but you will be responsible to pay 100% of the charges.

**What happens if I do not have proof of family income?** Explain your situation to the eligibility clerk as to why you're unable to provide the required proof.

**If I don't have insurance or enough money to pay for my visit, what happens?** The Florida Department of Health in Miami-Dade County will not deny access to its services due to inability to pay. However, you will still be responsible for any charges associated with your visit. You can make a full or a partial payment with cash or credit card. You will be given a receipt from the cashier listing services received, charges and amount owed, payments made and any remaining balance. The Florida Department of Health in Miami-Dade County is authorized to submit an outstanding balance to a collections agency.

