

North Central Health Care is a public agency providing mental health, alcohol/drug abuse, and developmental disability services to the residents of Langlade, Lincoln & Marathon Counties. The cost of operating North Central Health Care's programs is supported by fees collected from individuals receiving services and their insurance carriers. It is supplemented by funding received from local, state and federal governments.



Policy on Equal Opportunity in Service Delivery

NCHC is in compliance with the Civil Rights Policy and Standards of the WI Dept. of Health & Family Services. No otherwise qualified applicant for services or service participant shall be excluded from participation, be denied benefits, or otherwise be subject to discrimination in any manner on the basis of race, color, national origin or ancestry, sex, religion, age, political belief or affiliation, disability or association with a person with a disability.

This policy covers eligibility for and access to service delivery, and treatment in all programs and activities. It is the policy of this agency to provide language access services to populations of persons with Limited English Proficiency (LEP) who are eligible to be served or likely to be directly affected by our programs. Such services will be focused on providing meaningful access to our programs, services and/or benefits. No one is denied services because of an inability to pay.

Missed Appointments & Cancellations

Clients who schedule outpatient mental health, substance abuse, psychiatry, and/or aquatic services are expected to adhere to treatment recommendations to include attending recommended outpatient appointments.

A missed appointment or late cancellation is defined as missing an appointment without canceling at least 24 hours or one (1) business day before the scheduled appointment time.

Clients who do not keep their appointment or provide at least one (1) business day/24 hour notice may be subject to same-day appointments only. If a client misses or cancels late three (3) times, we reserve the right to discharge the client from North Central Health Care.

Questions?

If you have any questions regarding your bill, please feel free to discuss it with your therapist or call **715-848-4600** and ask for Patient Financial Services.

Information and Referral

North Central Health Care Wausau Campus

1100 Lake View Drive • Wausau, Wisconsin 54403
715.848.4600

North Central Health Care Merrill Center

607 N. Sales Street, Suite. 309 • Merrill, Wisconsin 54452
715.536.9482

North Central Health Care Antigo Center

1225 Langlade Road • Antigo, Wisconsin 54409
715.627.6694

FOR EMERGENCY ASSISTANCE CALL:

Crisis and Suicide Prevention Hotline
1.800.799.0122 or 715.845.4326

TDD: **715.845.4928** (Wausau)



North Central Health Care
Person centered. Outcome focused.

www.norcen.org



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Policies for Payment of Fees

Serving Langlade, Lincoln and Marathon Counties

Policies for Payment of Fees

Who is Responsible for the Cost of Services Received?

The client is responsible for costs of services. That can include either the client, the client's spouse, or the client's parents.

Ability to Pay Considerations*

No one will be denied access to services due to an inability to pay. North Central Health Care has a maximum monthly payment schedule available. Upon enrollment, an application form will be provided to you. Your monthly payment will be calculated based on the financial information you provide.

It is required your application for the maximum monthly payment schedule be submitted with verification of earned and unearned income. Verification of income includes your most recent tax return or two recent pay stubs and records of other income. These may include social security, veterans and/or pension benefits, self-employment income and rental income. Unearned income to be reported includes interest, unemployment compensation, workers', compensation, child support and alimony.

If you have not brought in the necessary verification paperwork at registration, you may make an appointment to bring it in later or send the verification paperwork through the mail.

** Aquatic Therapy Center Services are not eligible for ability to pay and sliding fee arrangements.*

Length of Time of Financial Obligation

Unless it is determined your monthly payment is zero, your monthly payment will be expected until your account has been paid in full. North Central Health Care does accept MasterCard and VISA for payment of services.

Your ability to pay for services may be reevaluated on at least an annual basis and if you have a change of income.

Credit Policy

It is the policy of North Central Health Care to appropriately pursue collections of all monies due the facility from third party payors, the client, or other responsible parties. Collection procedures follow the Department of Health and Social Services Maximum Monthly Payment Schedule, and State and Federal collections laws.

Monthly payments for the calculated minimum monthly amount are required. Accounts are considered delinquent after 90 days if no payment is made.

Insurance

Your insurance plays an important part in paying for the costs of services; therefore, your insurance coverage information should be provided upon admission to a hospital stay or at your initial appointment. If insurance information is not provided at the time of admission or at your initial appointment, NCHC may not be able to bill your insurance due to contract timelines. In this case, the cost of services will be the patient's/guardian's responsibility and will not be subject to ability to pay considerations.

Please be aware of your insurance policy limits. Certain services by certain providers may or may not be covered by your insurance plan. It is the patient's/guardian's responsibility to contact your insurance carrier or employer to discuss your plan coverage.

Medicare

North Central Health Care is approved for Medicare reimbursement subject to all Medicare regulations such as co-insurance, deductible and maximum benefits.

Medical Assistance

Medical Assistance covers most outpatient services. Clients will be required to pay their co-payment at the time of their appointment.

Fee Calculation

North Central Health Care provides various types of assessments, evaluations, therapy and counseling, both individual and group. For these services we do charge a fee. The fees vary by provider type and the length of the visit.

In calculating fees, please note that the therapist may include some preparation for individual or group services. In assessments and evaluations, we may include time spent by the professional staff reading and understanding previous evaluations, scoring tests which have been administered and report preparation.

Questions About Your Bill?

If you have any questions regarding your bill, please feel free to discuss it with your therapist or call **715-848-4600** and ask for Patient Financial Services.

