

### **HOW NECESSARY IS IT TO PAY?**

Payment for services is an obligation established by law. Every effort will be made to work out payment plans for people who have unavoidable difficulties making required payments.

Counseling Center clients will be considered delinquent if no payment has been received for 90 days. Per Section 2.36 of the Ozaukee County Code of Ordinances, delinquent balances will be forwarded to Corporation Counsel for possible collection, and the treatment team will decide whether services will be suspended due to non-payment.

### **EMERGENCY SERVICES / COUNSELING CENTER HOURS**

The Counseling Center hours are 8:30 AM to 5:00 PM Monday through Friday, or as arranged by your therapist. Crisis Intervention or Emergency Services can be obtained 24 hours, 7 days per week through law enforcement. After hours counseling services can be obtained by calling **COPE HOTLINE** at **262-377-COPE (2673)** or **1-800-540-3139**.

# ***COUNSELING CENTER***

# **OUTPATIENT SERVICES**

# **FINANCIAL RESPONSIBILITY**

*Ozaukee County  
Department of Human Services  
Counseling Center  
121 W Main Street  
Port Washington, WI 53074-0994  
(262) 284-8200*

## WHAT OPTIONS DO I HAVE TO PAY FOR SERVICES?

The Patient Protection and Affordable Care Act allows all Counseling Center clients to be eligible for health insurance coverage through the Health Insurance Marketplace, Medicaid (Badger Care) or the Children's Health Insurance Program. The Counseling Center encourages all applicants for service to apply for health care coverage. There are 3 scenarios related to billing depending upon your insurance status.

- 1) You apply and are eligible for Medicaid/Badger Care
  - All costs for services are covered except for minimal co-pays
  - You can apply anytime during the year
- 2) You apply and are eligible for Marketplace insurance
  - This is only during open enrollment periods
  - Not all Marketplace insurances cover our services and you may be referred to a provider that is in your Market Place plan.
- 3) You choose not to apply for insurance.
  - You will be charged the full fees posted in this brochure.

It is important to inform you that with any insurance plan that covers services at the Counseling Center you are responsible for any copays, co-insurance and out-of-network fees. Deductibles are billed at full fee for service until that deductible is met.

If you are unable to pay the full amount of your monthly bill and would like to establish a payment plan, please call 262-284-8200 or stop at reception counter for an application.

## HOW WILL I KNOW MY RESPONSIBILITY TO PAY FOR SERVICES?

The Counseling Center will inform you of the cost of services and any amounts that you will be expected to pay.

## APPROVED RATES FOR SERVICES

The Ozaukee County Department of Human Services Board has approved the following rates for services provided by the Counseling Center:

- MD Psychiatrist.....\$250/hour
- Psychiatric Nurse Prescriber.....\$180/hour
- Clinical Social Worker/LPC.....\$125/hour
- Group Counseling .....\$ 40/Session
- OWI Assessment.....\$ 255/hour
- On-Site Urinalysis.....\$ 25/test
- Injections .....\$ 25

## WHO IS RESPONSIBLE TO PAY FOR CARE

- The client.
- The client's spouse if married at the time of services or care.
- The client's natural or adoptive parents if the client is less than 18 years old.

## HOWEVER...

When a child turns 18, the parents continue to be responsible for any services prior to age 18.

## HOW MUCH IS A PERSON RESPONSIBLE TO PAY FOR?

- The client, spouse or parent/legal guardian of a minor child is liable for costs incurred for Counseling Center services.
- Applicable insurance coverage is billed up to the normal cost of the services provided.
- Insurance plan deductibles, copays, co-insurance and out-of-network fees are the client's responsibility. Copayments are expected to be paid at each visit.

## CANCELLATION/ NO SHOW POLICY

Clients who fail to show up for an appointment and have not cancelled that appointment in advance of the appointment may be charged a no-show fee. That fee will be \$25. Insurances do not pay "no show fees!"

## HOW MAY A PERSON PAY LESS THAN FULL LIABILITY?

**Insurance:** If you have health insurance, and if we are able to provide services under that insurance plan, we will bill your insurance the full cost of services. Any remaining balance, including any co-payments or deductibles required by your insurance, will be billed to the client.

**Waivers:** Clients can apply for a fee waiver for financial hardship. Under DHS 1, these waivers are allowed for a period of up to 90 days. Clients requesting waivers for financial hardship will be referred to Economic Support Intake to apply for Medicaid. You may be required to present additional financial information, including a Medicaid denial letter, before a fee waiver is granted or renewed.

## WHAT IF MY FINANCIAL SITUATION CHANGES?

You must inform us of any changes in your financial situation. You will be asked to complete an Updated Financial Information Form or Waiver Form. Your monthly payment plan will be changed accordingly. A new financial form is required at a minimum annually.