



# Financial Policies and Available Assistance for Clinic and Dental Services

## Our Commitment to You

At RiverStone Health we are committed to providing quality healthcare and dental care at an affordable cost. We accept Medicare, Medicaid, Healthy Montana Kids and private insurance payments.

## Our Sliding Fee Scale

RiverStone Health medical, behavioral health and dental services offer a sliding fee scale based on your ability to pay. The scale is based on the federal poverty guidelines and required of all community health centers. The scale provides a discount to individuals and families with an annual income up to 200% of federal poverty guidelines, which is a yearly income of \$60,000 for a family of four in 2023.

For patients at or below 100% of the federal poverty guidelines, the lowest fees are:

- \$25 one-time fee for all medical and behavioral health visits on the same day;
- \$25 one-time fee for dental visits on the same day, plus an amount to cover dental supplies and equipment.

Our discounts range from 25% to 75% of the standard charges for patients between 100% and 200% of the federal poverty guidelines.

## Billing Questions

For help in answering your billing questions or concerns, call 406.247.3221 or click on the "Contact Us" link at [RiverStoneHealth.org](http://RiverStoneHealth.org).

## Applying for Sliding Fees

To apply for the sliding fee, you must fill out the *Sliding Fee Discount Program Enrollment* form containing proof of your household income and family size.

Examples of acceptable documentation of income include:

- One month of pay stubs for all employed adults
- Unemployment check stubs
- Social Security statement
- Most recent year's federal income tax return

If you do not have any type of income, the person who is providing support for you must fill out a *Patient Income Attestation* form. It must provide details on the type of support provided and the cost of that support. Examples of support include: housing, food, transportation and phone.

Applications for the sliding fee discounts are updated each year.

## Reporting Changes

Changes in income or the size of your household may affect your sliding fee discount and must be reported as they occur. You may be required to repay any discount you received that you were not entitled to receive.

Intentionally misrepresenting your income or other information to apply for the sliding fee scale is a crime and may be prosecuted.



## Third Party Payments

RiverStone Health accepts Medicare, Medicaid, Healthy Montana Kids and private insurance payments. You are responsible for paying any co-payment, deductible, coinsurance or other balance not paid by your insurance plan.

If you believe an error may have been made in processing an insurance claim, please contact your insurance plan administrator directly. RiverStone Health is unable to negotiate the settlement of any insurance claim.

## Co-Pays and Deductibles

Please plan to pay any co-payments or deductible amounts owed at the time of service.

If you are unable to make a payment in full, please contact RiverStone Health Fiscal Services at 406.247.3221 to make payment arrangements.

Failure to pay an account in full and/or comply with any pre-arranged payment plan may cause an account to be turned over to a collection agency.

## Associated Charges

In addition to RiverStone Health charges, you may receive medical bills for other medical services related to your visit. These other charges might include bills from a pathologist or lab.

You are responsible for working directly with the other providers to deal with additional charges.

## Health Insurance Marketplace

RiverStone Health is committed to helping you seek healthcare coverage. The Health Insurance Marketplace offers a way to find high-quality private insurance coverage that fits your budget and meets your needs. RiverStone Health's Certified Application Counselors offer balanced unbiased information to help you understand and compare marketplace plans, determine eligibility and enroll in health insurance. Our counselors can also help you determine eligibility and apply for Medicaid or Healthy Montana Kids coverage.

Call to make an appointment with a RiverStone Health Certified Application Counselor at 406.651.6540.