



## School-Based Therapy Billing Agreement

**Private Insurance and Self Pay Patients:** Mercy will bill your insurance company for therapy services. Please contact your insurance plan to understand your benefits, including copays, deductibles, and coverage for therapy services. We also encourage you to confirm that Mercy counselors are considered "in-network" with your insurance plan. Some insurance plans may require prior authorization or a referral from your Primary Care Provider (PCP) before therapy services can begin. If required, please reach out to the Revenue Cycle Specialist at 615-790-0567 ext. 6108.

Mercy Community Healthcare offers financial assistance through a discounted fee program. By Federal Law, qualifications are based on household size and income, and the application is completed annually.

Mercy requires a credit or debit card to be kept on file for any patient responsibility amounts, such as copays, deductibles, or coinsurance. Cards on file will be processed on Fridays unless other arrangements have been made.

**TennCare Patients:** If you need assistance renewing your TennCare coverage, Mercy staff will be happy to help. Please note that if TennCare coverage lapses or becomes inactive, you will be responsible for the self-pay rate of \$125 per visit unless you complete an application for Mercy's Sliding Scale Discount Program and provide proof of income.

**Non-Payment Policy:** If payment is not received, Mercy Community Healthcare will contact the responsible party to set up payment arrangements. Failure to resolve balances may result in referral for external services and/or suspension of services if deemed clinically appropriate.

**Account Balance and Service Hold Procedure:** If the patient's account balance exceeds \$500.00, the health center reserves the right to place non-emergency and non-crisis services on hold until satisfactory payment arrangements have been made.

The health center will make reasonable efforts to contact the parent/guardian to review the outstanding balance and offer payment plan or payment arrangement options such as eligibility for sliding fee discounts or financial assistance.

Services may resume once the balance is reduced below \$500.00, and/or a payment plan or financial arrangement has been established and is being followed.

**End of School Year Balances:** At the end of each school year, all outstanding balances are expected to be resolved. If a patient's account has an unpaid balance, the student may not be eligible to re-enroll in Mercy's School-Based Therapy Program for the following school year until the balance is addressed.

If you have questions about your account or need additional financial assistance, please contact our Revenue Cycle Specialist at **615-790-0567 ext. 6108**. We are happy to assist you.