

BRAZOS VALLEY COMMUNITY ACTION AGENCY, INC.  
**Health Services**

**Policies and Procedures**

Policy Subject/Title: Client Inability to Pay for Services  
Applicability: To all Community Health Clinic Staff  
Purpose: To ensure proper medical care to all patients regardless of payment.

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Policy:

No patient will be refused services due to an inability to pay in an acute situation. Patients may be asked to reschedule any preventive visits while carrying a balance on their account.

Patients will be allowed to carry one fee on account; however the patient will be notified at each subsequent visit of any outstanding balances.

Financial arrangements can be made for payment of services.

Co-pays due from family planning clients may be waived by the on-site program director on a case by case basis. The program director will determine inability to pay for good cause. This includes fees owed by individuals with family incomes above 250% of the FPL.

Procedure:

Check in-out Clerk is to contact supervisor at the time patient states their inability to pay and supervisor will make arrangement with patient.

ENCLOSURES: