



July 15, 2019

Dear Brookline Center Client or Client Parent/Guardian:

To ensure that The Brookline Center can continue providing outstanding, affordable mental health care to members of our community, we have updated a number of policies related to insurance, fees, and payment. The policies summarized below apply to all Brookline Center clients, with the exception of clients who receive insurance through MassHealth, and will go into effect August 15, 2019.

Payment at Time of Service

All Brookline Center clients are asked to pay their full copays and deductibles at time of service. To provide services using clients' health insurance, The Brookline Center is legally obligated to attempt to collect the full co-pay and deductible amounts due from clients. Failing to do so could result in the termination of our contract with the insurance company and disrupt our ability to serve the community.

Payment options include cash, check, and credit card. Clients or parents/guardians can now store credit card information securely with The Brookline Center, allowing for automatic payment of copays, deductible expenses, and other treatment-related costs. To sign up for this new service, please fill out a form at the front desk or at our website (www.brooklinecenter.org/forms). This is particularly helpful for parents/guardians of teens.

No-Show and Late Cancellation

All Brookline Center clients should notify the Center no less than 24 hours in advance of their appointment time if they will be unable to keep their appointment. If notification is provided less than 24 hours in advance or if a client doesn't attend an appointment without notifying the Center in advance, a no-show or late cancel fee will be applied to their account to cover administrative and other costs for the visit. This fee will be \$90 for all individual visits and \$40 for group visits.

Please note that this change in no-show payment policy does not refer to absences from groups — our policy on absences from groups has not changed. Please speak with the front desk if you have questions about policies or payment for group therapy.

Payment for Services

A core part of The Brookline Center mission is to expand access to mental health care so that every member of our community can receive timely, appropriate, and affordable treatment when

needed. The Center currently accepts most major health insurance plans so that all clients can use their health insurance.

While our goal is always to facilitate the use of insurance to cover the cost of Center services, occasionally this will not be possible. For patients who must cover the costs of services themselves, the following policies and fees are in place to keep treatment affordable:

Self-pay

For clients who are unable or choose not to use their insurance, the standard fee per visit is \$90 for individual services and \$40 for group services.

Clients with annual single-person household income less than \$45,000 can apply for reduced fees based on client income and the rate detailed in the sliding fee scale. Clients will need to provide proof of income. Proof of income can include previous year W2, most recent four pay stubs, previous year tax return, social security benefits statement, or other documents used to verify income for a government or housing-related program.

If household expenses make the reduced fee unaffordable, clients may apply for a further reduction. Expense verification documents include: lease/mortgage bill, child support payments (court order), bank account statement, and/or proof of bills within the last 3 months that create undue financial burden (examples include health care bills, home or auto repairs, etc.).

Children and Other Dependents

For children under age 18 and for all dependents, parent or guardian household income will be used to determine eligibility for a sliding scale. For individuals over 18 who are not dependents, eligibility will be determined based on their income regardless of whether the insurance is in their name or in their parent's name (up to age 26).

We greatly value you as a client and look forward to continuing to work with you. Please contact our Office Manager Kidiah Roberts at 617-277-8107 with any questions.

Sincerely,



Ian Lang
Executive Director