

# Ho'ola Cares

## Discount Program

### Patient Information

- As a Federally Funded Qualified Health Center and Native Hawaiian Care System, Ho'ola Lahui Hawai'i is required to offer services to those who qualify, a discounted rate of care, based on family size, income, and insurance status. This is commonly known as the Sliding Fee Discount Program.
- If you have no health insurance or do not have coverage, you may be eligible for this discount program provided your income and family size meet the eligibility criteria listed on the application.
- Ho'ola Lahui Hawai'i is required to collect information from you regarding your income and family size if you wish to apply and remain eligible for the discounted service(s).
- Ho'ola Lahui Hawai'i requires that certain documentation must be provided in order to apply for the Sliding Fee Scale Discount Program. That information is requested at the initial visit.
- If you do not have the appropriate documentation at the initial visit, HLH requires the documentation to be provided within 7 calendar days from the initial visit.
- Any patient who fails or refuses to provide the required documentation will be charged the full price and is not eligible for the Sliding Fee Scale Discount Program.
- If your income qualifies, or your health status makes you eligible for Med-QUEST, Ho'ola Hawai'i staff can assist you in completing the paperwork. You will remain on the sliding fee scale discount program until you qualify for Med-QUEST.
- All patients shall be required to reapply on an annual basis.
- If your income or circumstances change, please notify our offices as soon as possible.

#### Acceptable documentation of income:

1. Income tax return from the prior year
2. Past two months of pay stubs (must show gross income)
3. Unemployment letter or Disability Income Verification
4. Denial letter from QUEST listing family income
5. Social Security Proof of Income Letter
6. Other evidence may be acceptable but must be approved by the Finance Office

NOTE: Bank statements no longer qualify as proof of income.