

Sliding Fee Scale Discount Program

Patient Information

- As a Federally Qualified Health Center and Native Hawaiian Health Care System, Ho`ola Lahui Hawaii is required to offer services to those who qualify, a discounted rate of care, based on family size, income. This is commonly known as the Sliding Fee Scale Discount Program.
- Ho`ola Lahui Hawaii 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 Hawaii 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 Lahui Hawaii encourages you to apply for Med-QUEST. Ho`ola Lahui Hawaii staff can assist you in completing the paperwork. You will remain on the sliding fee scale discount program until you qualify for Med-QUEST. Applying for QUEST provides you a wider array of benefits at no cost to you. You are not required to apply for QUEST and may remain on the SFS without applying for other coverage.
- 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 administration