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Next Review 10/2024

General Operating Policy: Newberg School-Based Health Center
Billing Methods and Confidential Visits

Purpose

To ensure fair and equitable billing practices that protect the confidentiality of the patient to the best of the health center's ability when requested.

Policy

One of the key initiatives of Newberg School-Based Health Center is to reduce barriers to care, including financial hardship, through a partnership between Providence Medical Group and Newberg School District. No student will be denied services at the SBHC due to inability to pay. Providence Financial Services will provide aid to those who are unable to pay for services rendered. Patients who do not have healthcare coverage will be offered assistance in applying for Medicaid and/or Medicare if they are eligible and be given contact information for the Providence Financial Office to request a review for reduction in charges when needed.

- A. Vaccines: Newberg School-Based Health Center participates in the Vaccines for Children (VFC) Program to provide federally funded vaccines to Medicaid-eligible, uninsured, underinsured, and American Indian or Alaska Native patients.

Procedure

Billing

- A. Providence Health & Services handles billing for patient accounts, and electronic billing is utilized except in special cases. Primary and secondary insurance, including Medicaid, will be billed whenever possible.
- B. For patient visits deemed confidential under Oregon state law (including sexually transmitted disease (STD), mental health, genetic information, and substance use visits), particularly those of clients under the age of eighteen and at the SBHC, the provider

should ask the patient whether an EOB, if applicable, would cause harm. If it would, and the insurance sends an EOB, the provider should notify the office staff to hold billing and work with the insurance company to suppress the EOB to prevent inadvertent disclosure of personal health information.

SBHC Student Hardship/Inability to Pay

- A. If a student in the Newberg School District is unable to afford services at the SBHC, services will still be provided, and the patient will not be turned away. The patient or guardian may contact Providence Financial Office for assistance with the help of the SBHC patient coordinator.
- B. If the patient does not have the ability to pay, as determined by the Providence Financial Office, and good faith efforts to collect the account have failed, accounts deemed unrecoverable may also be written off, following all applicable laws, regulations, and Providence billing practices.

Stakeholders

Providence Oregon Medical Group – Access Strategies

Providence Behavioral Health Services

Newberg Public Schools

Oregon Health Authority, Oregon School Based Health Centers

Yamhill County Public Health

List Cross-References

Oregon Health Authority, Oregon School-Based Health Centers Standards for Certification, Version 4 ([Oregon School-Based Health Centers](#))