



National Health Service Corps Site

Southwest Health Center, Inc.

Overview

Southwest Health Center, Inc. is committed to offering financial assistance to people who have health care needs and are not able to pay for care. Southwest Health Center, Inc. strives to make sure that the financial capacity of people who need health care services does not prevent them from seeking or receiving care. The National Health Service Corps Site Assistance program offers assistance for primary care and mental and behavioral health care, regardless of your ability to pay at Southwest Health's National Health Service Corps-approved site(s). The National Health Service Corps (NHSC) is a federal program that helps bring medical, dental, and mental and behavioral health professionals to communities with limited access to healthcare, including rural areas. Its members are dedicated to ensuring health care for everyone, preventing disease and illness, and caring for those who might otherwise go without care.

Common Language Definitions

Family is defined as: a group of two people or more (one of whom is the householder) related by birth, marriage, or adoption and residing together; all such people including related subfamily members) are considered as members of one family. Southwest Health will also accept non-related household members when calculating family size if they reside in the same residence.

Income includes: gross wages; salaries; tips; income from business and self-employment; unemployment compensation; workers' compensation; Social Security; Supplemental Security Income; public assistance; veterans' payments; survivor benefits; pension or retirement income; interest dividends; royalties; income from rental properties, estates, and trusts; alimony; child support; assistance from outside the household; and other miscellaneous sources.*

* For verification purposes only, we will require a copy of driver's license, most current tax return and copies of the last three pay stubs for the income listed above.

Eligibility Requirements for National Health Service Corps Site Assistance

Eligibility is based on a patient's annual income and family size under the U.S. Department of Health and Human Services' annual Federal Poverty Guidelines.

Once program eligibility is assessed, a patient who meets the income guidelines would receive a sliding fee discount based on a sliding fee scale (SFS). The SFS is based on annual updates to



the Federal Poverty guidelines. We will evaluate/re-evaluate eligibility for this program once a year.

Those with incomes at or below 100% of the federal poverty level will receive a full 100% discount, after a \$5.00 nominal fee, on primary care and mental and behavioral health care. Those with incomes above 100% of the federal poverty level, but at or below 200% of the federal poverty level, will be charged according to the sliding fee schedule.

Patients must receive services at one of the NHSC approved locations and qualify as low-income (can be uninsured or underinsured patients) in order to be eligible for the SFS discounts.

Annual Income Thresholds by Sliding Fee Discount Pay Class and Percent Poverty 1/1/24 – 12/31/24						
Poverty Level*	At or Below 100%	125%	150%	175%	200%	Above 200%
Charge						
Family Size	Nominal Fee (\$5.00)	20% Pay	40% Pay	60% Pay	80% Pay	100% Pay
1	0 - \$15,060	\$15,061 - \$18,825	\$18,826 - \$22,590	\$22,591 - \$26,355	\$26,356 - \$30,120	\$30,121+
2	0 - \$20,440	\$20,441 - \$25,550	\$25,551 - \$30,660	\$30,661 - \$35,770	\$35,771 - \$40,880	\$40,881+
3	0 - \$25,820	\$25,821 - \$32,275	\$32,276 - \$38,730	\$38,731 - \$45,185	\$45,186 - \$51,640	\$51,641+
4	0 - \$31,200	\$31,201 - \$39,000	\$39,001 - \$46,800	\$46,801 - \$54,600	\$54,601 - \$62,400	\$62,401+
5	0 - \$36,580	\$36,581 - \$45,725	\$45,726 - \$54,870	\$54,871 - \$64,015	\$64,016 - \$73,160	\$73,161+
6	0 - \$41,960	\$41,961 - \$52,450	\$52,451 - \$62,940	\$62,941 - \$73,430	\$73,431 - \$83,920	\$83,921+
7	0 - \$47,340	\$47,341 - \$59,175	\$59,176 - \$71,010	\$71,011 - \$82,845	\$82,846 - \$94,680	\$94,681+
8	0 - \$52,720	\$52,721 - \$65,900	\$65,901 - \$79,080	\$79,081 - \$92,260	\$92,261 - \$105,440	\$105,441+
For each additional person, add	\$4,540	\$5,675	\$6,810	\$7,945	\$9,080	\$9,081

* Based on 2024 Federal Poverty Guidelines



For verification purposes only, we will require a copy of driver's license(s), the most current tax return and copies of the last three pay stubs for the income listed in the application. We will also revalidate and reevaluate eligibility once a year

NHSC-Approved Sites at Southwest Health

- Platteville Primary Care Rural Health Clinic
- Southwest Health Behavioral Services Outpatient Clinic (A part of the Platteville Rural Health Clinic)

When patients visit one of the Southwest Health NHSC-approved sites, they benefit from our promise to:

- Serve all patients
- Offer discounted fees for patients who qualify
- Provide services regardless of age, gender identity, race, color, sex, national origin, disability, religion, sexual orientation and/or ability to pay
- Accept Medicaid and Medicare Insurances
- Not discriminate in the provision of healthcare service to an individual based on the source of payment, ability to pay or the individual's race, color, sex, age, national origin, disability, religion, gender identity or sexual orientation

Notification of NHSC Site Status

Southwest Health will notify patients of the Sliding Fee Discount Program by:

- Payment Policy Brochure will be available to all patients at the time of service
- An explanation of our Sliding Fee Discount Program and our application form are available on Southwest Health's website
- Southwest Health places notification of Sliding Fee Discount Program in the Clinic Waiting areas

Refusal to Pay

If a patient verbally expresses an unwillingness to pay or vacates the premises without paying for services, the patient will be contacted in writing via statement regarding their payment obligations. If the patient does not make effort to pay or fails to respond within 60 days, this constitutes refusal to pay. At this point in time, Southwest Health can explore options not limited to, but including offering the patient a payment plan or referring the patient to collections.

How to Apply



To apply for the MHSC Program, the Discounted/Sliding Fee Program application must be completed and all verifying documents sent to Southwest Health, Attn: Patient Financial counselors, 1400 Eastside Road, Platteville, WI 53818.

Applications can be accessed:

- At the facility; located at any of the Greeter Desks, Registration Desks, or Patient Financial Counselors Office located in the hospital
- By mail, if individuals make a request by phone, call 608-342-4717 (option 2), or request by mail by sending request to: Southwest Health, Patient Financial Counselor, 1400 Eastside Road, Platteville WI, 53818
- Online at <https://Southwesthealth.org>

Applications can be returned by:

- Mailing them to or dropping them off in person to
Southwest Health
Patient Financial Counselors
1400 Eastside Road
Platteville, WI 53818
- Emailed to Patient Financial Counselors: pfscs@southwesthealth.org

