



Individuals who are staying in an emergency shelter, on the street, camping out, or even staying temporarily with a friend may be eligible for services through the Homeless Healthcare Program.

## Patient Support Services

<b>Monday</b>	8:00am	4:30pm
<b>Tuesday</b>	8:00am	4:30pm
<b>Wednesday</b>	8:00am	4:30pm
<b>Thursday</b> <i>(Closed for Staff Meetings 11:30am-1pm)</i>	8:00am	4:30pm
<b>Friday</b>	8:00am	4:30pm
<b>Saturday</b>	Closed	
<b>Sunday</b>	Closed	

**802-264-8124**

### Walk-ins Welcome!

Our Patient Support Services staff are available to help patients Monday through Friday in-person at CHC - Riverside and CHC - Essex.

If you have an upcoming appointment, please call or walk in at least 48 hours before.

Have your picture ID and income documents with you to facilitate the enrollment and/or renewal process.

Applications are available on-site and on our website at [www.chcb.org/forms](http://www.chcb.org/forms)



617 Riverside Avenue, Burlington, VT 05401  
(802) 264-8124 | [www.chcb.org](http://www.chcb.org)

[patientsupport@chcb.org](mailto:patientsupport@chcb.org)

**Trouble paying your bill?  
We have a Sliding-Fee Scale  
Financial Assistance Program!**



**Patient Support Services**

# Frequently Asked Questions About the Sliding-Fee Scale

## What counts toward total household income?

Total taxable household income is the total combined income of all household members that you would include as dependents on your tax return. This includes money from:

- Jobs
- Self-employment net income
- Rent
- Pensions, dividends, interest
- Social Security or unemployment benefits
- Stipends or any other monetary income received by members of the household.

## Who is considered to be a household member?

Household members are those listed on your tax return. Roommates who share mutual living expenses are not necessarily considered to be members of the same household.

## If my Sliding-Fee Scale application is approved, how long will my benefits last?

Most patients will be enrolled into the Sliding-Fee Scale Program for one calendar year. They can then reapply with updated income verification documents. Those who

apply using a self-declaration of income or unemployment benefits statement will only be eligible for the discount for up to 90 days. If your housing situation or income changes, your Slide may be affected. Please call us for more information if that occurs.

## Which documents can I use to verify my income?

There are many documents we can accept to verify your household income when applying for our Sliding-Fee Scale. Some of the most common are:

- Two consecutive paystubs from the last 30 days
- Social Security, disability, or pension statement
- IRS Form W2 or 1099
- Most recently filed tax return (form 1040)
- Unemployment benefits statement
- If you are a student, please also bring a copy of FAFSA (Federal Student aid application) form.

If you have no proof of income, CHC can still help you with a Sliding-Fee Scale application. Please call (802) 264-8124 to speak to a member of our team to learn more about this program.



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