

**May 2024**

## **NOTICE**

Insurance networks and benefits are continuously changing, and the Northeastern Center strives to keep up with the State and Federal Laws and obligations while providing accessible and affordable healthcare options for your community. Our records show that this notice may affect you or someone that has been seen by the Northeastern Center currently or in the past. The Northeastern Center is conducting an internal review of our financial assistance program including our sliding fee scale to make the process more accurate and accessible for our clients. We encourage all clients to check with their insurance carrier or benefits department to verify their most up-to-date provider network includes Northeastern Center and mental health services.

**Effective immediately**, clients will be given the opportunity to change providers if their current provider is out of network. Our goal is to decrease the unnecessary financial burden to our clients if we do not have a provider that is in your insurance network. We will assist you with finding you an in-network provider. We want this process to be easy for you, the client, and the Northeastern Center is committed to being the trusted partner to provide hope, recovery, and a path forward.

Additionally, as part of our commitment to providing accessible and affordable healthcare services, we are adjusting our financial assistance policies and sliding fee scale. These changes will take effect starting **July 1, 2024** with notice provided June 2024.

### **Key Points:**

1. **Expanded Eligibility:** We are broadening the eligibility criteria for financial assistance and the sliding fee scale. Clients who previously did not qualify may now benefit from reduced fees or other forms of support based on their income, family size, and specific circumstances.
2. **Adjusted Benefits and Fee Tiers:** The new program will offer updated benefits and services. Whether it's reduced fees, extended payment plans, or other forms of assistance, we aim to provide meaningful support to those in need. Meanwhile, the new scale will have updated income brackets and corresponding fee tiers. This ensures that those who need assistance receive appropriate support while maintaining the financial stability of our practice.
3. **Transparent Process:** Our staff will guide you through the application process. We will require updated income documentation to determine your eligibility. Rest assured that all information will be treated confidentially. See our website to view what documents may be required at [NEC.org](http://NEC.org).

**How Will This Affect You?** If you are currently enrolled in our sliding fee program, we encourage you to reapply under the revised guidelines. If you haven't used the sliding fee scale before but believe it could benefit you, please reach out to our billing department at [NEC\\_billing@nec.org](mailto:NEC_billing@nec.org).

Please refer to the Northeastern Center website, [www.NEC.org](http://www.NEC.org), for more information about our financial assistance policy, sliding fee scale, and to apply for financial assistance.

If you or someone you love is in crisis, please call the number below for immediate assistance regardless of insurance provider.

**24-Hour Emergency Mental Health Solutions: 1-800-790-0118**