

## ELIGIBILITY SCRIPT

**Hi, I am \_\_\_\_\_ at \_\_\_\_\_. I will be completing your eligibility with you today. To help determine your eligibility I first need to know how many people live in your home with you.**

**Do you work?**

*If a patient states that her and her husband lives with other people ask her if they put all the money in together to pay bills/share the money, or do they keep it separate and the husband pays their bills. Find out who the patient spouse's income supports EX: their children that live in the home with them.*

**Did you bring proof of your income today?** (Some programs may require proof of address too.)

*Make a copy of the check stub or get a wage verification form. Complete an eligibility worksheet. Calculate income based on family size.*

**Based on your income of \_\_\_\_\_ with \_\_\_\_\_ people in your family unit, you certify at \_\_\_\_\_%. This certification is good for one year unless your income changes during the year. If your income changes, then you are to let us know since you will need to do a new certification and bring in the new income information. This certification is good for services here only. It does not apply if you are referred out to another doctor or for hospital charges. It does not cover charges for ultrasounds (for maternity patients).**

*Have the patient sign the income statement agreeing to the percent they are certified at.*

*When completing eligibility on a new patient remember to get them to sign a Release of Information form so we can obtain medical records from their previous doctor.*

*Also inform patients of these guidelines:*

- **Arrive 15 minutes before your appt.**
- **If possible, find a sitter for your children. If you do have to bring them with you, please keep them with you at all times. Be sure to bring diapers and formula for your baby.**
- **If someone drops you off for your appointments, please make sure you have arrangements of how you will meet up after your appointment. Due to confidentiality policies we can not give out patient information at the front desk.**
- **Please do not bring food or drinks when you come for your appointment. We do not allow eating or drinking in our office.**

*If a patient shows up for an eligibility appointment and does not bring proof of their income, then reschedule them to another appointment time. If the patient states that they do not want to provide income and be placed on a sliding scale fee, have them sign the income statement to agree to be 100%. Under their signature write a note stating the patient does not want to give income information. Complete an eligibility worksheet to keep on file that states this also.*

*If the patient states that they do not work or no one in the home works then they must have a third party letter completed. Explain that we can not accept a statement of no income and will need this form completed to establish eligibility.*

*Some helpful hints when asking income information from patients*

- *If you ask the patient if they/spouse work and they say no, then turn the question around to say "Is there anything that you do that you receive cash money for."*
- *Always if they say no one works in the home ask them how the bills get paid.*
- *If they are self employed the only thing we count as proof of income is their most current year's tax returns.*
- *After being certified, if the patient comes back in and now says one of the people on the eligibility does not work then call the employer and get a termination date or ask that the patient bring in a termination letter.*
- *If the patients states they can't get proof of income, check to see if they have children and if they do does the child get Medicaid. If so, find out what information they supplied to DSS to determine eligibility.*