

**FAMILY PLANNING PROGRAM****SECTION:** Fiscal Administration**POLICY AND PROCEDURE MANUAL****SUBJECT:** Client Charges

**POLICY:** Delegate agencies will bill clients in accordance with a schedule of discounts based on ability to pay.

**GUIDELINES:**

1. Clients are charged for services using the State established schedule of fees for services or one developed by that agency which has been reviewed and approved by the State.
2. All fees listed on the Schedule of Fees for Services shall be based on a cost analysis designed to recover the reasonable cost of providing services.
3. The Schedule of Fees must cover all required services or those identified as within the scope of the Family Planning program provided by the delegate agency regardless of whether it is provided onsite or by referral.

The Fee Schedule must cover all:

- visit types;
  - laboratory tests;
  - procedures;
  - counseling services;
  - contraceptives;
  - medications.
4. Laboratory tests/services necessary to rule out a contraindication to the use of a method of birth control are Title X covered services and must be provided to the client.
  5. No client will be refused services or be subject to any variation in quality of services because of inability to pay.
  6. Delegate agencies may refuse to provide services to clients who are abusive to staff and other clients. This must be well documented in incident reports and kept on site for review by State or Regional Office staff.