

## Sliding Scale Fee Change

### Frequently Asked Questions:

#### **Why is Bethel Haven changing the fee structure?**

We desire to serve as many clients as we can and believe a sliding scale helps encourage new clients to seek therapy and allows everyone to contribute to their healing process. The new structure will give clients who need greater assistance the opportunity to request that assistance and relieve them of the stress associated with continuing to reapply for assistance after 6 sessions.

#### **What is “Household Income”?**

Household income in this context is income declared on your taxes or used to support your family. If you are a two-income family, then please include both incomes.

#### **What if this is a hard time financially and my household income does not match my need?**

If you are going through a financially challenging season, or a time of financial hardship, please apply for client assistance. When that season passes and you feel comfortable paying the higher rate that matches your income, let us know. We want to partner with you.

#### **Is the increase in my cost being used to cover someone else’s cost?**

No, financial assistance is provided through the financial gifts of individuals and organizations. Please remember us when you are looking for a charity to support.

#### **Will you change the price again?**

We are committed to providing a professional service. Being able to provide that service means from time to time we will need to adjust fees. Changing the fee structure is difficult and we do not enjoy making the change, and we will only do so when it will help us continue our mission to provide Help, Hope, and Healing.

#### **If I am currently on Bethel Haven’s “hardship” program what will happen to my rate January 1?**

The hardship application is for 6 sessions, so your price will not change until your current rate expires. Currently, “hardships applications” must be renewed every 6 sessions. After your current 6 sessions expire, you will be eligible to apply for an extension, only the program will be called “Client Assistance” to better reflect the intent of the program and the rate will be based on an individual’s ability to pay and not a predetermined fee.

#### **How will you use my income information?**

Your personal information is never shared with any external party. Income information helps Bethel Haven apply for funding through grants and donations to cover part of the costs to provide care. Your personal information is never shared without your written consent.

#### **What if I have unanswered questions?**

Call our Executive Director, Mike Ricks at 706-314-8147 or send an email to [office@bethelhaven.net](mailto:office@bethelhaven.net)