



## Dental Health Centers at Biltmore and Columbus

Hello Patients of MAHEC Dental Health Center!

MAHEC, and the MAHEC Dental Health Centers, will be changing our fee discounts. This means even more folks that need care will be able to afford the care they need.

### **We are moving from our current discount programs to a Sliding Scale Financial Program.**

You must **apply** to be on our Sliding Scale. Our Patient Financial Advocate (PFA) will guide you through the application process.

#### **Frequently Asked Questions:**

- **What is a sliding scale program?** *A sliding fee program discount “slides” our fees up or down according to income and household size, allowing us to make needed services more affordable.*
- **Why is MAHEC doing this?** *MAHEC’s entire organization is becoming an FQHC (Federally Qualified Health Center). This allows us to provide additional financial assistance, above and beyond what we’ve ever offered before. MAHEC always strives to serve our community, and this will help us do that well.*
- **What if I have no income?** *You can still apply for the sliding fee program. Our Patient Financial Advocate will be glad to assist you.*
- **How long can I stay on the sliding fee program?** *Eligibility is renewed every 12 months, OR, if your income changes. Please let our Patient Financial Advocate know if your household income changes.*
- **What if I’m in the middle of treatment that’s part of a previous discount program?** *MAHEC Dental will honor the treatment plan you have currently signed on file. No financial changes will be made to existing treatment plans until 1/1/2022.*

Please work with our Patient Financial Advocate if you are interested in learning more. We want you to love coming here.

Katherine Jowers, DDS  
Chair, Department of Dentistry/Oral Health, MAHEC

#### **Biltmore Office**

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#### **Columbus Office**

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