Waushara County will work with every individual to setup payment plans that meet within their financial means. Hardship discounts will only be given in extreme situations.

1. Waushara County requires all individuals to provide all necessary information regarding any insurance policies at the time of service. If insurance information is not available during an emergency situation, that information should be provided within 48 hours of service. Any individual refusing to provide insurance information shall be 100% liable for all charges and no consideration will be given for a hardship discount.

2. Any individual receiving a direct payment from his/her insurance company, which is not turned over to Waushara County is not eligible for a hardship discount.

3. Individuals failing to complete the Hardship Eligibility Form or providing all supporting documentation requested shall not be eligible for a hardship discount.

4. Hardship discounts will not be given as a matter of course, but rather will be considered on a case-by-case basis. Waushara County will offer low monthly payments with no interest to any individual requesting a payment plan.

5. Monthly payments will generally be set at $25 per month or higher. Individuals requesting a payment plan lower than $25 will be approved if the Hardship Eligibility Form verifies that the individual’s family income is at or below the Federal Poverty Level. Payments in no cases will be less than $5 per month.

6. Individuals having balances over $500 and qualifying for a payment plan of less than $25 per month shall be placed in the Wisconsin Department of Revenue Tax Refund Intercept Program (TRIP) for possible collection through state tax refunds. All payments made will be reported to TRIP to reduce the outstanding obligation.

7. Individuals who setup a payment plan and do not make the payments as scheduled will have the outstanding balance placed in TRIP, as long as the balance is over $20.

8. In no instance will a hardship discount result in forgiveness of the entire balance.

9. If an individual is not disqualified for a discount based on anything in this policy, Waushara County will follow these standards in determining the amount of discount:
   a) Family Income at poverty level – 25% discount
   b) Family Income between poverty level and 50% of poverty level – 50%
   c) Family Income below 50% of poverty level – 75%

10. All balances remaining after the Hardship Discount in excess of $20 shall be placed in TRIP. All payments made by the individual will be reported to TRIP to reduce the obligation.

11. All individuals qualifying for a Hardship Discount will be required to pay the balance at no less than $5 per month. Failure to make payments may result in the discount being rescinded and the patient being responsible for the original balance.