



Patient Financial Policy

Premier Community HealthCare Group, Inc. (PCHG) is committed to providing excellent health care. Our health center is your medical home and the central resource for your health care needs. No patient will be denied health care services due to an individual's inability to pay.

Sliding Fee Discount Program (SFDP): We offer a sliding fee discount program (SFDP) based on the Federal Poverty Guidelines. The SFDP assures access to health care services for families and individuals based on the eligible person's ability to pay. Patients who qualify for the Sliding Fee Discount Program will be eligible to pay a nominal fee or discounted fee based on the qualifying discount plan. Eligibility will be reassessed annually. Patients may reapply sooner if income or household size changes. Patients who do not wish to apply for the Sliding Fee Discount Program or do not qualify for our Sliding Fee Discount Program, will be required to pay full fees. Payments are collected at the time of service. No patient shall be denied service due to an individual's inability to pay.

Outreach & Enrollment: Assistance is provided for non-clinical services such as transportation, translation, health education, connection to community support services and enrolling in health insurance coverage options. PCHG does not require individuals to enroll in public or private insurance and this is not a factor when determining eligibility.

Insurance Participation & Billing: PCHG participates with most insurance plans, including Medicaid, Medicare, CHIP, and as appropriate, other public and/or private assistance programs or health insurance. We will submit patient claims and will assist all patients in getting your claim paid. The insurance company may need the patient to supply certain information directly. It is the patient responsibility to comply with any insurance company requests. For any billing related questions call (352) 518-2000 and follow the prompts for the billing department.

Referrals: Your provider will initiate referrals for consult with a specialist and/or diagnostic testing. Referrals are made based on patient preference, accessibility and quality. For patients with insurance, PCHG will process the referral per the insurance guidelines.

Appointments: When a patient makes an appointment, it creates a commitment between the patient and Premier Community HealthCare Group, Inc. For PCHG providers and care team to best serve all patients, a 24-hour notice to cancel or reschedule and appointment is required. Please call (352)518-2000 for appointments changes.