

“The Quest for Reimbursement”

Utilization of the Title X Bill

1. **The Greeting** – Always be courteous and pleasant with clients. Treat clients the way you wish to be treated. Remember, aggression breeds aggression.
2. **The Inquiry** – “How was your visit today?” – **How well did our agency perform?**
 - a. Were you seen on time?
 - b. Were you treated with dignity and respect?
 - c. Did you receive the method or a prescription for the method of your choice today?
 - d. Did the staff answer all of your questions? Are there any you still have that I could answer?
 - e. If there was a service you needed that we don’t provide, did we provide you with the information regarding where you could obtain those services?
 - f. Were there any issues with your visit today?
3. **The Overview** – “*GREAT!* Let’s talk about your bill.....”
 - a. Outline the non-discounted costs for services provided during the visit (Labs, Exams, Office Visit, Supplies) “These are your lab charges”; “This is your exam charge”; “This charge is for medications administered”; And finally...“This is the total cost of the services you received today.”
4. **The Discussion** – “Don’t let this amount frighten you. Your income assessment shows that today’s services are provided at no cost to you” or “Don’t let this amount frighten you, your income assessment shows that you will receive a 50% discount for your services today; your share of the bill is listed here. What portion of this amount will you be able to pay today?”
5. **The Donation** – “We accept and appreciate donations to cover the cost of services provided. Please note that every donation we receive helps assure that we’re open the next time you need our services
6. **The Conclusion**– “Were glad to be your reproductive health service provider.”