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Community Action of Laramie County, Inc

Crossroads Healthcare Clinic for the Homeless

1700 Westland Road Phone 307-635-9291

Cheyenne, WY 82001 Phone 307-632-8064

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Personal Information** | | | | | | | | |
| Last | First | |  | MI | SSN# | Email |  | |
|  |  |  | | |  |  | | |
| Street Address | City | |  | State | Zip | Home Phone | Mobile | |
|  | | |  |  |  |  |  | |
| **Insurance Information** | | | | | | | | |
| **If you do not have insurance, please complete the application for sliding fee discount based on your income. Do you have insurance?  yes  no** | | | | | | | |
| Is your Insurance through an employer? | Yes | No | | | Employer | | |
| Insurance Carrier |  | Policy No. | | | Group No. |  |  | |
| Name of Insured: |  |  | | | Insured DOB: |  |  | |
| Same as patient |  |  | | | Same as patient |  |  | |
|  |  |  | | |  |  |  | |
| **Demographics** | | | | | | | | |
| |  |  |  | | --- | --- | --- | | **Race: (Select all that apply)**  American Indian/Alaskan Native  Black and/or African American  White/Caucasian  **Asian**:  Asian Indian  Korean  Chinese  Vietnamese  Filipino  Other  Japanese  **Native Hawaiian/Pacific Islander:**  Native Hawaiian  Guamanian/Chamorro | **Marital Status:**  Divorced  Married  Single  Widowed  **Are you:**  Male  Female  **U.S. State of Birth**: \_\_\_\_\_\_\_\_\_ | **Housing Status:**  Stable Housing (rent or own)  Transitional Housing (temporary)  Homeless (without shelter)  “On the streets”  Staying at a shelter  “Couch Surfing” / not paying rent | | Samoan | **Are you a veteran?** | **What is your employment status?** | | Other Pacific Islander | Yes  No | Full Time  Unemployed | | Decline to answer  **Ethnicity:** |  | Part Time | | Non-Hispanic/Latino/a  Dominican  Cuban  Mexican, Chicano/a  Puerto Rican  Other Hispanic/Latino/a  Decline to answer | **Number in Household**:\_\_\_\_\_\_ | **Estimated Annual Household Income: $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** | |  |  |  |  |  |  | | --- | --- | | **Emergency Contact** | | | Name: | Relationship: | | Phone Number: | Alternate Number: | | | | | | | | | |
| Disclaimer - By signing, I hereby certify that the above information, to the best of my knowledge, is correct and true. | | Signature | | | | | Date | |
|  | | | | |  | |



**Consent to Treatment**

I, (print name) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ am voluntarily seeking medical care and treatment from Crossroads Healthcare Clinic for the Homeless and give permission to the staff of Crossroads Healthcare Clinic for the Homeless to examine, make diagnoses and provide treatment to me in accordance with the information, explanations and recommendations they provide me.

**Consent to Billing**

1. If I do not have medical insurance, I understand that I am responsible for all charges incurred and that I will plan to pay or be billed for any outstanding balances in accordance with Crossroads Healthcare Clinic for the Homeless Patient Financial Policy.
2. If my insurance is accepted, I will authorize payment of benefits to Crossroads Healthcare Clinic for the Homeless or will reimburse Crossroads Healthcare Clinic for the Homeless if I am paid directly by my insurance company.
3. I authorize that Crossroads Healthcare Clinic for the Homeless may furnish information concerning my illness and treatment to my insurance company in accordance with their privacy policy.
4. I am advised that any tests such as blood or other specimens, sent to an outside laboratory may result in additional charges that will be billed to my insurance carrier and/or will be billed directly to me by the laboratory.
5. I understand that my insurance carrier may not cover all charges deemed medically necessary by Crossroads Healthcare Clinic for the Homeless.
6. I also understand that I am responsible for any part of the charges that are not covered by my insurance, and I will be billed for those services directly.

**Patient Rights and Responsibilities**

I have received a copy of the Crossroads Healthcare Clinic for the Homeless Patient Rights and Responsibilities.

Patient Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Guardian/Parent:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Application for Income-Based Sliding Fee Scale**

|  |  |  |
| --- | --- | --- |
| Name: |  | Date of Birth: |
| Number of persons in your household. Include self, spouse, dependent children under 18 and other adults that may live there. | | Adults: Children: |
| Total Income: $ | Weekly  Monthly  Annually  Hourly | |
| How often do you get paid: | Weekly  Monthly  Annually  Hourly | |
| **Proof of income is required as services are based on a discounted rate. Income is required to be updated annually, or every 12 months. Failure to provide income documentation after your 2nd visit will result in payment in full at each visit.** | | |
| **Please check all sources of income:**  Full time (32-40 hrs/wk)  Tax Forms  Alimony  Part time (31 hrs or less)  SNAP/Food Stamps  Unemployment benefits  Social Security  Pension  Child Support  Social Security Disability  Supplemental Social Security (SSI) | | |
| **If you are unable to provide income verification, please explain why:**  I do not have documentation  I do not get paystubs or paychecks  I do not earn income  I get paid in cash | | |
| **Which financial documents are you providing to verify your total household income?**  Pay Stubs  Bank Statements  Tax Forms  Letter of Unemployment  Other  If other, please explain:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | |

*I certify that I have provided all my income information and that all the above information is true and correct. I understand that this information is required to fulfill reporting processes and will be used to determine eligibility for Income Based services at Crossroads Healthcare Clinic for the Homeless if not insured. I also understand that if there has been an intentional misrepresentation of household income, I will be asked to repay any discounts that have been given and may lose future eligibility for discounts. False information may also lead to being discharged from Crossroads Healthcare Clinic for the Homeless. Please note, you may be required to meet with an Insurance Navigator to determine eligibility before receiving discounts for services.*

I decline to provide income information and understand this may affect my ability to receive sliding scale discounts for any services I receive. \_\_\_\_\_\_\_\_(initials)

Patient Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Acknowledgment of Receipt of**

**HIPPA Notice of Privacy Practices**

I, (print name) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ acknowledge that I have received a copy of the Crossroads Healthcare Clinic for the Homeless HIPPA NOTICE OF PRIVACY PRACTICES.

Patient Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I am the:  Patient

Authorized Representative of Patient

**Parent of Guardian**  **Power of Attorney**  **Other** (specify):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Please note that you have right to refuse to sign this document*

Written acknowledgment for the receipt of our Notice of Privacy Practices was not obtained because of the following reasons:

An emergency prevented us from obtaining the acknowledgment

A communication barrier prevented us from obtaining the acknowledgment

The patient or their representative were unwilling to sign

Other reason \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Patient Responsibilities**

The staff of Crossroads Healthcare Clinic for the Homeless warmly welcomes you and look forward to serving your healthcare needs. In order to best service you, there are several requirements and responsibilities that must be met on your part. Please read the information below carefully. If you have any questions, please ask a staff member for clarification.

* You have the responsibility to be courteous and considerate to all patients and the staff of Crossroads Healthcare Clinic for the Homeless.
* You have the responsibility and the right to participate in the decisions related to your care.
* You have the responsibility to be open and honest with us about the instructions you are given concerning your health. Let us know immediately if you do not understand them or feel you cannot follow them.
* You are responsible to bring information about past illnesses, hospitalizations, medications, and other matters related to your health and social history.
* You are responsible for being on time to your scheduled appointment or contact Crossroads Healthcare Clinic for the Homeless if you are unable to make that appointment.

Crossroads Healthcare Clinic for the Homeless was established to provide care for the unhoused population and a small number of housed persons in Laramie County. The services of Crossroads Healthcare Clinic for the Homeless are at a greatly reduced cost, and as a result, we need your help with our sliding fee scale, and housing/income verifications. Crossroads Healthcare Clinic for the Homeless is **NOT A FREE CLINIC**.

For those on the sliding scale fee, and who are below 100% of the Federal Poverty Guidelines, our fee of $7.00, or your insurance co-pay amount, is asked for at each appointment. No emergent or urgent care situation will be denied if you are unable to afford this amount. We request proof of income from each patient. If you are working, we will need 30 days of paystubs or your tax returns from the previous year. If you have no income, we will accept letters from treatment centers, homeless shelters, safehouses and SNAP print out or a self-attestation form.

By signing below, you acknowledge that you have read and understand the above information and have been given a chance to ask questions.

Signature of Patient: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**No Show Policy**

Crossroads Healthcare Clinic for the Homeless wants to make sure that you have access to high-quality and affordable care when you need it. To ensure maximum access to our services (medical/behavioral), please review the below policy, initial and sign as noted:

**(Initial) \_\_\_ Scheduling Appointments**: Crossroads staff will make every effort to remind you of your upcoming appointments: however, ultimately you are responsible for remembering your appointment and arriving on time or calling ahead to inform staff of any possible delays.

**(Initial) \_\_\_ Canceling Appointments**: If for any reason you are unable to attend your appointment, please call us at least 24 hours in advance to let us know. If you reach the Crossroads voicemail box, please state your full legal name, birth date, and time/date of your appointment you are unable to attend.

**(Initial) \_\_\_ Late Appointments**: If you are expecting to be more than 10 minutes late for your appointment, please call ahead to alert our team. All patients arriving more than 10 minutes late with no call ahead may be subject to rescheduling appointments. Patients arriving more than 20 minutes late may be considered a missed appointment.

**(Initial) \_\_\_ Missed appointments**: Patients who fail to show up for appointments or give adequate notice (24 hours) may be removed from the schedule for future appointments. Repeated misses (3 within 6 months) of scheduled appointments can result in "Walk-in only" scheduling and can cause delays in seeing your provider.

**(Initial) \_\_\_ No-Show Policy**: Patients who miss more than 3 scheduled appointments in a 6- month period may be subjected to scheduling restraints that could result in delays of treatment.

**BECAUSE OF A CRITICAL LACK OF ACCESS TO HEALTHCARE SERVICES IN OUR AREA MISSED APPOINTMENTS ARE TAKEN VERY SERIOUSLY**. Please talk to any of our administrative staff if you have questions about our No-Show Policy. By signing below, you agree you understand the policy.

Patient or Parent/Guardian Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

FOR BEHAVIOR HEALTH VISITS ONLY: (Initials) \_\_\_ No-Show Policy: Behavioral Health patients who miss more than 3 scheduled appointments without adequate notice in a 6-month period will be required to speak to respective clinical leadership to discuss interest in continuing services before any additional appointments can be scheduled .

Patient or Parent/Guardian Signature:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_