

Verifying Patient Income in a Title X Setting

Benefits and Challenges for Title X

Title X family planning providers are required to prioritize services for persons from low-income familiesⁱ and ensure that these individuals are not charged for services. Service sites must assess the income level of each patient to ensure program adherence to these principles.ⁱⁱ

Operationalizing Income Verification

It may be challenging to verify the income of every patient who walks through the doors of a Title X-funded health center. To accommodate the complexities of each Title X service site, program requirements allow grantees discretion in determining the extent of income verification activity they believe is appropriate for their patients.ⁱⁱⁱ This could take the form of:

- Paper documentation (pay stubs, tax returns, bank statements, etc.);
- Patient self-attestation; or
- Another social service program's data.

Whatever the decision, grantees and subrecipients should document their activities in written policies that embrace the tenet of Title X that inability to pay must not be a barrier to receiving services.^{iv}

Talking to Patients

Finding the right words to talk to patients about income verification may be difficult for staff members new to Title X. Scripts that incorporate messaging about income verification are a good way to support staff who interact with patients and ensure consistency with every patient at every visit. Sample messages include:

- "Most of our services are discounted based on a patient's income. This is how we determine if you are eligible for a discount."
- "In order to be eligible for a discount, you will need to bring something to show a proof of income. This is true even if you plan to use insurance for your visit."

Assistance for Title X Providers

- NFPRHA understands the challenges that Title X providers face related to income verification, and it is here to help. Visit nationalfamilyplanning.org/health_care_delivery to find materials specifically designed to help Title X providers address this issue.

Endnotes

ⁱ Defined as a family whose total annual income does not exceed 100% of the Federal Poverty Level.

ⁱⁱ Section 1006(c)(2), PHS Act; 42 CFR 59.5(a)(6).

ⁱⁱⁱ Office of Population Affairs, Program Requirements for Title X Funded Family Planning Projects, 8.4.1.

^{iv} Office of Population Affairs, Program Requirements for Title X Funded Family Planning Projects, 8.4.6.