

Lone Star Circle of Care

For uninsured patients, Lone Star Circle of Care (LSCC) will make every effort to make your health care more affordable. Before your first appointment, you will need to meet with a Program Advisor and participant in a simple income screening process. This program registration process will determine if you or a member of your family may be eligible for their Sliding Fee Discount Program as well as other public assistance health care programs. Their staff will also help you apply to these assistance programs. No patient is ever denied services based on an inability to pay

If you have questions regarding the Sliding Fee Discount Program or screening process, and want to make an appointment with an advisor, please contact Lone Star Circle of Care's Patient Services Department at 512-686-0534.

Address & Location

Lone Star Circle of Care has multiple clinics in the following cities: Austin, Georgetown, Harker Heights, Houston, Hutto, Jonestown, Killeen, Marble Falls, Round Rock, Taylor, and Temple.

Hours

Vary by location visit, www.lonestarcares.org/locations/ for specific clinic hours and phone number

If you need to contact Lone Star Circle of Care call 1-877-800-5722.

What to Expect

For your first appointment, please bring:

- A driver's license or photo ID
- Your insurance card, if applicable

Program Registration Interview

For uninsured patients who are new to Lone Star Circle of Care, you will be asked to complete a program registration interview. This will typically be a separate appointment on a day prior to your first provider appointment. This interview will determine your fee for services based on a sliding fee scale discount according to Federal Level guidelines. During this interview they will also identify if you or your household members are eligible for public assistance programs such as Medicaid, CHIP, or other Texas assistance programs.

After you've completed your program registration interview, you will be fully aware of the discount that will be applied to your first provider appointment and will be asked to complete a new patient packet. You will also need to bring the proper documents for your program registration interview.

Please be on time

It is important that you keep your scheduled appointments and arrive on time. If you need to cancel or know you will be late, please call and let them know. If you are late to an appointment, your visit may be delayed and in some cases will need to be rescheduled.

Acceptable Documents List

Below is a list of documents that you should bring to your program registration appointment to determine your eligibility for possible sliding fee discounts and health care programs.

- **Photo ID** – Any type of identification with your picture and name such as a driver's license, state issued ID, school ID, or work ID.
 - **Proof of Address** – Examples include utility bill (cable bill, cell phone bill, etc.) copy of lease agreement, voter registration card, or any piece of postmarked mail you have received recently.
 - **Proof of Income** – Recent proof (**dated within the last 30 days**) of **all** household income **including earned and unearned income**. This would also include income for your spouse and any minor children for the past 30 days.
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Type of Income and document needed:

Income from Employment

Paystubs dated within the past 30 days that reflect your gross pay or signed letter from the employer, dated 30 days, verifying employment, gross amount paid, frequency of pay and contact information.

Self-Employment Income

Proof of self-employment income such as logs/records of earnings for the past 30 days.

Social Security Income

Most recent Social Security award letter issued within the current year

Child Support Income

Bank statement or child support statement from Texas Office of Attorney General that reflects all child support for the past 30 days or a letter from the individual that is paying the child support payments. The letter must state the amount of child support paid, frequency of pay, to whom the payment is being made to, and must be signed and dated within the past 30 days.

Retirement/Pension/ Financial Aid Income

Retirement and pension can be verified by bringing in your most recent award statement that was issued within the current year. Financial aid can be verified by providing proof from your college/school of the refunded amount after tuition was paid.

Alimony

Court order verifying the amount of alimony that was awarded

Works Compensation

Workers compensation paystub dated within the past 30 days

VA income

Most recent award letter dated within the current year or paystubs dated within the past 30 days

Dividends/Interest/Royalties

Most recent bank statement proving income that is dated within the past 30 days.

If you are currently unemployed

Bring an unemployment benefits statement.

If you are currently unemployed and have not received income within the last 30 days, LSCC will accept a letter of support from the person who is helping you meet your financial needs. The letter should include:

- Date
- The types of assistance you are receiving. If monetary value is given (cash in hand), it must be listed on the letter.
- Contact information, and signature of the person providing you with the assistance (the letter can also be from an organization, church, or agency that is assisting you).

Savings/Checking account statement (s) will **only** be accepted if all of the following criteria are met:

- You are currently unemployed and have not received any income in the past 30 days.
- No one is helping you meet your financial needs
- You are living off the money in your bank account.

Note: All income received in the household is counted when determining our sliding scale discount and is not limited to the examples listed on this document.