



Welcome to Community Health – Where Your Health is Our Mission!

- We offer primary and pediatric care, behavioral health, and dental services at locations in Rutland and Addison Counties.
- Community Health offers Express Care in our Rutland and Castleton locations for minor illnesses and injuries, 7 days a week, 8am to 8pm.
- Sign up for the Patient Portal to save you time and phone calls and provide quick answers to questions.

Community Health serves all patients regardless of income or insurance status. Our sliding fee program allows us to reduce or “slide” the fees for the care of you and your family. If you need assistance paying for your care, a front office assistant can answer questions and provide a sliding fee application or you can print one off of our website. Eligibility for this program is based on family size and income. For further information on how to apply and what documentation is needed, reach out to our Patient Navigator by calling the Patient Access Center at 802-779-9169.

A discount is also provided if you have no insurance or if you pay in full on date of service. See a front office assistant for more information about the discount percentages.

Before Your First Visit, Please Read and Complete:

- Patient Registration Form
- Consent Form
- Medical Records Authorization
- Patient History Form (Dental only)

These documents help us become familiar with your health history, current treatments and medications, as well as your immediate health needs and concerns. Return completed forms to:

Community Health Medical Records
71 Allen Street, Suite 402, Rutland, VT 05701

Please remember to bring a copy of your current medications to your first appointment.

We're excited that you've chosen to receive your care with us. Thank you!

Visit our website: CHCRR.org or visit our Facebook page: facebook.com/CommunityHealthVT

Payment Resources Available

Community Health knows that staying healthy involves your understanding of how to cover the cost of quality health care, if qualified. We've put in place several services to help you create a plan that works for you and your family.

Insurance:

In addition to Medicare and Medicaid, Community Health accepts more than 15 different national and regional health insurance plans. For the complete list, check our website: <https://www.chcrr.org/insurances-accepted/>

If you have health insurance questions, Community Health has Certified Application Counselors at our health centers to help you review the options and assist you with submitting an application through Vermont Health Connect. Open enrollment in Vermont Health Connect qualified health plans is usually between November 1 and December 15, but if you have a change of circumstance (for example birth of a child, marriage, loss of a job, etc.) you can apply outside of open enrollment. Medicaid applications are accepted at anytime and eligibility can usually be determined at the time the application is submitted. If you have Medicare, additional financial information and paperwork requirements result in longer determination times.

Making a Payment:

There are several ways you can make a payment for your Community Health medical and dental services. They include:

- **Pay in Person:** For medical bills go to your provider's office or Community Health Financial Services (71 Allen St., Suite 402, Rutland, VT). For Dental bills go to Community Dental Rutland (69 Allen Street, Suite 10, Rutland, VT 05701).
- **Pay over the Phone:** For medical bills contact Community Health Financial Services at 800-468-9118. For Dental bills contact Community Dental Rutland at 802-774-5050.
- **Pay Online:** Make a payment securely at <https://www.chcrr.org/make-payment-online/>
- **Pay Through the Patient Portal (excluding Dental):** Make a payment securely through the Patient Portal, Community Health's secure digital network. If you'd like to sign up for a Patient Portal account, stop in to your medical provider's office with a photo ID to receive your activation code. Once you have your personal code, you'll be able to login through our website: <https://www.chcrr.org/patient-portal/>

Special Discounts, Payment Plans and Sliding Fee Scales:

Community Health wants everyone to have access to quality health and dental care. That's why we provide discounts, payment plans and sliding fee scales for patients. We're here to help our "self-pay" patients by providing discounts on primary care, dental and pharmacy services.

- **If You Don't Have Medical Insurance:** You'll automatically receive a 20% discount on your primary care services. And, if you pay your bill at the time of service, you'll receive an additional 15% discount, giving you a total 35% discount.
- **Dental Self-Pay:** A 20% discount if paid at the time of service.
- **Payment Plans:** Set up through the Patient Portal (excluding Dental) or by calling Community Health Financial Services. Choose a monthly amount to pay and it will be automatically charged to your credit or debit card account on a specific date that you choose.
- **Sliding Fee Scales:** Community Health serves all patients regardless of income or insurance status. Discounts for essential services, including dental and pharmacy services provided by Community Health or one of our contracted pharmacies, are offered on a sliding fee scale basis adjusted for family size and income. For details on how to apply for sliding fee scales, check our website: <https://www.chcrr.org/sliding-fee-scale/>

If you need assistance applying for any of these plans, call your local Community Health office and ask to speak with the Certified Application Counselor.