

DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF PUBLIC HEALTH

ROY COOPER
GOVERNOR


MANDY COHEN, MD, MPH
SECRETARY


DANIEL STALEY
DIRECTOR


April 26, 2017

MEMORANDUM

TO: Local Health Directors

FROM: Kelly Kimple, MD, MPH, Chief 
Women's and Children's Health Section

THRU: Belinda Pettiford, Branch Head 
Women's Health Branch

THRU: Marshall Tyson, Branch Head 
Children and Youth Branch

RE: Credit Card Processing and Late Fees

Questions have been raised about passing on credit card processing fees and late fees to clients of programs funded by the Maternal and Child Health Block Grant (Title V) and the Family Planning Grant (Title X). While both Title V of the Social Security Act and Title X do not expressly prohibit these type fees, it requires that agencies receiving Federal funds shall not develop policies that create barriers to access of care. However, such processing fees can be paid by Title V or Title X funds, if these fees are being charged specifically in connection to a service funded by Title V or Title X.

Late fees could be considered a barrier to continued access of care and are therefore discouraged. Late fees may be charged to families who are being billed for services on a sliding fee scale. However, the non-payment of bills or associated late fees by a client must not be a reason to deny services to that client and it must also be made clear to the client that services will not be denied. In cases where bills and/or associated late fees remain unpaid, the Health Department shall refer to local debt retirement policies.

If you have additional questions, please contact Marshall Tyson, Branch Head, Children and Youth Branch at 919-707-5610, marshall.tyson@dhhs.nc.gov, or Belinda Pettiford, Branch Head, Women's Health Branch at 919-707-5699, belinda.pettiford@dhhs.nc.gov.

cc: Danny Staley, Director, Division of Public Health
Phyllis Rocco, State Public Health Nurse