



Caron's Role in Working with Individuals and Families on Finances When Seeking Treatment

An Interview with Michelle Maloney, Executive Director of the Caron Continuum

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During the current economic climate, more and more people have been forced to become “educated consumers” particularly regarding significant financial commitments that they may be making. Finding the right treatment center for oneself or a loved one is often a very daunting and stressful time – usually the individual has hit “rock bottom” and they and their support system are looking for the best; most cost effective treatment they can find.

Caron prides itself on providing the most comprehensive treatment options for our patients. Caron works to ensure that all individuals seeking treatment for themselves or a loved one are given an equal opportunity to access treatment. One's treatment investment is not something that is taken lightly; Caron will work with all individuals to find the appropriate financial assistance when necessary.

I am joined today by Michelle Maloney, Caron's Executive Director of the Caron Continuum. Thank you for joining me...

- **Are those seeking treatment at Caron able to use their insurance? Does Caron work with insurance companies?**

Yes, Caron helps patients access any out of network benefits they may have available to them on their insurance policies. If a patient has active out of network benefits for inpatient substance abuse treatment we will complete a pre-cert for them. We work with insurance companies providing as much information about our programs

- **How do you help patients with out-of-network insurance options?**

After the patient is admitted to Caron – we gather their insurance information and our Financial Specialists contact their insurance company and follow utilization procedures as required on their policy. Our billing department will submit a courtesy billing to submit to the insurance company post discharge.

- **What are the different types of financial options available for those seeking treatment, particularly for individuals who are not capable of fully paying for treatment?**

We ask that patients/families look at all resources available to them...ie friends/family/credit card availability/home equity or lines of credit/pension funds/stocks that can be cashed/selling of assets

Caron does provide partial financial assistance from Caron's scholarship funds as needed. In fact, Caron provided 8.8 million in charity care/scholarships to individuals. Caron continues to be a leader in the field when it comes to awarding scholarships. The financial assistance provided was equivalent to almost 17% of our patient revenue.

➤ **What types of payment options are available for these types of patients?**

Caron works with several loan companies that can assist with providing the financing needed for a patient's investment in treatment. Caron is not affiliated with these companies; however, we can provide individuals with the contact information necessary.

➤ **How does Caron determine what payment options are appropriate for certain individuals and not for others?**

We have a means testing application that can be done quickly over the phone.

➤ **What kind of financial assistance does Caron offer?**

Caron believes in the importance of investing in your recovery and doing that financially is also part of our mission - we do offer partial financial assistance to those who qualify and have exhausted all other means of funding or in combination with other means.

We determine financial assistance based on several factors - one of them being assets versus debt ratio formula.

If you'd like to speak with a Caron professional regarding Caron's financial assistance options, please call 800-678-2332 and ask to speak with an Admissions Specialist.