



NEUROBALANCE
C E N T E R

Financial Assistance: Access for Everyone (AFE) Program FAQ

Our Access For Everyone (AFE) program is a comprehensive program that provides financial assistance for those in need.

What services are eligible for the AFE Program?: The services eligible for Financial Assistance are those provided by NeuroBalance Center; specifically, eligible services are Health & Wellness Training and Personal Training; Massage Therapy services can be covered on an as-needed basis. Excluded from eligibility are Group Fitness Classes and any Insurance-Based Services provided by those who operate under the NeuroBalance Center non-profit and accept insurance through their own private business. Should you need Transportation Assistance, please complete the separate application.

How do I know if I will qualify?: Each individual application is taken under consideration. However, NeuroBalance Center Services are already offered at a discounted rate and not every applicant will qualify for assistance. We base our eligibility model on Medicaid Eligibility for the State of Illinois and utilize information from the [American Council on Aging](#); this also matches the [U.S. Department of Health and Human Services 2025 Poverty Guidelines](#).

How do I apply?: Applicants must fully complete the application and provide supplemental proof of household income by way of a federal tax return for the previous tax year; each application will qualify the application for one year of Financial Assistance, after which point the application must reapply. AFE applications can be requested by NeuroBalance Center Management or Reception; Service Providers do not distribute the forms directly. Should Management or Reception not be available to provide an application, such as when a request is made outside of business hours, the application can be found on our website for download. Applications can be submitted to Reception or Management upon completion; only fully completed applications, including all supporting documentation required, will be taken into consideration.



Financial Assistance: Access for Everyone (AFE) Program Standards

Household Size	Family Income Ranges for Financial Assistance				
	100% FPL annually	150% FPL annually	200% FPL annually	250% FPL annually	300% FPL annually
1 person	15,650	23,475	31,300	39,125	46,950
2 people	21,150	31,725	42,300	52,875	63,450
3 people	26,650	39,975	53,300	66,625	79,950
4 people	32,150	48,225	64,300	80,375	96,450
5 people	37,650	56,475	75,300	94,125	ineligible
6 people	43,150	64,725	86,300	ineligible	ineligible
7 people	48,650	72,975	97,300	ineligible	ineligible
8 people	54,150	81,225	ineligible	ineligible	ineligible

- Clients with household income over \$100,000 will not be eligible for financial assistance, regardless of family size.
- FPL = “Federal Poverty Level”, which is determined annually by the US Department of Health and Human Services.

Financial Assistance: Client Responsibility (%)				
100% FPL/month	150% FPL/month	200% FPL/month	250% FPL/month	300% FPL/month
90:10 (Tier 1)	80:20 (Tier 2)	70:30 (Tier 3)	60:40 (Tier 4)	50:50 (Tier 5)