



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 (NOTE: Massage Therapy and Mental Health services can be covered on a limited basis; pre-approval is required for coverage of these services). Excluded from eligibility are Group Fitness Classes and any Insurance-Based Services provided by those who operate separately from NeuroBalance Center 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 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 2026 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 applicant for one year of Financial Assistance, after which point the applicant 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	15,960	23,940	31,920	39,900	47,880
2 people	21,640	32,460	43,280	54,100	64,920
3 people	27,320	40,980	54,640	68,300	81,960
4 people	33,000	49,500	66,000	82,500	99,000
5 people	38,680	58,020	77,360	96,700	ineligible
6 people	44,360	66,540	88,720	ineligible	ineligible
7 people	50,040	75,060	ineligible	ineligible	ineligible
8 people	55,720	83,580	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)