

Process for Collecting and Tracking OPI Income-Based Enrollment \$25.00 Fee

Background:

The OPI income-based enrollment fee of \$25.00 applies to OPI clients with adjusted income percentage of zero (0) as calculated using the OPI Fee Determination form 0287K. The fee applies to OPI clients being served by HCW or in home agency.

In November 2013, this fee increased from \$5.00 to \$25.00. OPI clients who paid or were billed the \$5.00 fee prior to November 2013 have met their obligation and are not to be charged the increased fee of \$25.00.

Please note that if a client has already been charged the \$5.00 or \$25.00 fee, but at a subsequent reassessment shows an increase in income sufficient to require a monthly pay-in, the client is obligated to begin making that monthly pay-in. This increase in income could be due to marriage, annuity, pension or other new source of income. Also note that this fee was previously called a one-time only fee, but this term was misleading and has therefore been changed.

Process for collecting and tracking payment of the \$25.00 fee

1. In November 2016, each District Center (DC) or Consortium received a master Excel spreadsheet from the County showing every OPI client who had submitted their \$25.00 fee to the County since the inception of the \$25.00 fee in 2014. DC's are to maintain this spreadsheet ongoing by:
 - a.) adding clients missing from the list who never paid the \$25.00 fee,
 - b.) adding each new OPI or OPI C client as they are invoiced for the fee;
 - c.) entering outstanding payments that have been made per County monthly report.

Clients who paid a \$5.00 fee prior to November 2013 will not be tracked on the spreadsheet.

2. Because only clients who have paid were listed on the initial version of the master spreadsheet supplied by the county, each DC will need to ensure that clients who were charged the fee but have not paid it are added to the spreadsheet. Case managers may need to compare the OPI Fee Determination form in each client hard file against the spreadsheet to determine who has not yet paid. Clients who have not paid will need to be added to the DC's master list. They will also need to be called regarding the outstanding payment, and re-invoiced.
3. When case managers provide a new OPI client with an invoice for the one-time-only fee, they are to make a copy of that invoice for submission to the county at the end of that month. The case manager should also add a copy of the invoice to the client hard file. Effective as of November, 2016, as part of the monthly reporting and turn-around, District Centers are to submit a single PDF file of scanned invoices for any new clients required to pay the fee. The document of the scanned invoices should be named using the following naming convention: MMYY_DC_25FEE .

4. Multnomah County will enter each new client who has been invoiced for the fee into the Paradox UCR system once invoices have been received with the turnaround as described above. As clients submit their \$25.00 fee to the County, the amount paid will be entered into the UCR. (This is our *old* UCR system, not the new UCR system to which DC Program Managers have limited access.)
5. The District Center Contract Liaison will send a monthly report to each District Center Program Manager or Consortium lead Program Manager showing clients who have paid the \$25.00 fee. Please see # 1 and #2 above regarding expectations for DC's to maintain this spreadsheet.
6. District Centers will need to determine which clients still owe the \$25.00 fee and follow up with clients who have not paid. District Center case managers shall check the monthly report referenced above in # 5 to see which client payments are outstanding. If a payment is 30 days overdue, the case manager shall call the client and send a written notice that their services will be terminated if payment is not received within the next 30 day window of time. Case Managers will need to track the 30-day window, and follow up on terminating services if the client does not pay.
7. District Centers will be asked to submit an updated master Excel spreadsheet to the county showing all OPI clients who owe or have paid the \$25.00 fee. The due date for submitting this spreadsheet is to be determined. This spreadsheet is to be submitted once District Centers have:
 - a) reviewed all client files per #2 above and clients who have not paid have been added;
 - b) added new clients opened in OPI C and responsible for the \$25.00 ;
 - c) added clients from the County's monthly report referred to in #5 above.

The goal is for each DC and the county to have and maintain a complete record of clients who have paid or who owe the \$25.00 fee.

8. The County will develop a waiver process for the \$25.00 fee based on actual waiver requests. The case manager should request a \$25 fee waiver form from the DC contract liaison. Case managers should submit waiver requests on behalf of clients who report that they are unable to pay the entire \$25.00 fee, can only pay a portion, or need to delay payment, and fully explain the client circumstances on the waiver form. Waivers will be evaluated on a case by case basis; the waiver process will be developed over time based on the actual examples submitted.

9. The DC contract liaison will be the contact person for DC questions about this process.