# Guidelines for Client Non-Payment of OPI Fees

Client fees are a mandatory feature of OPI service provision and are not voluntary for consumers in the state general fund or “traditional” OPI program. If the client refuses to provide income information or refuses to pay appropriate fees, the case manager cannot authorize OPI services. In circumstances where the client payment of fees is in arrears, these procedures are followed:

1. Service provider provides case managers with names of clients with unpaid balances on a monthly basis at a minimum.

2. Case manager monitors payment of fees and is responsible for the investigation and correction of non-payment situations using these steps:

   a. Confirm client payment status with the provider prior to speaking with the client.

   b. Inform the client of arrearage and discuss payment with client the, reviewing payment expectations of the OPI program.

   c. Clarify client income information, medical expenses, adjusts client fees where appropriate.

   d. Determine whether money management services are indicated due to the client’s general difficulty in handling bill payments.

   e. Notify the client orally and in writing that non-payment may result in termination of service and establish a deadline for payment, not more than 30 days from day of notice.

   f. Remind the client at least 2 weeks prior to termination that service will end and reason for termination.

   g. Document steps taken to resolve non-payment of client fees in the case narrations section of Oregon Access.

3. Client non-compliance with OPI fee-for-service requirements will result in termination of service.

Exceptions to the repayment of fees will only be made in extreme situations, such as when it would become a financial hardship for the client. Even, then, every effort will be made to work with the client on a plan to repay the balance of the fees.

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