

Notice for Client of OPI Fees and Non-payment policy

As per OAR 411-032-0044 1) d) B: Client fees are a mandatory feature of OPI service provision and are not voluntary. If you refuse to provide income information or refuse to pay appropriate fees, the case manager cannot authorize your OPI services. If you do not pay your copayment fees you may be at risk for losing services.

Rules state that you must receive written notification of your co-pay and one time only fee for service upon initial service determination and whenever there is a change. We are required to provide you with a copy of our policy pertaining to nonpayment of fees when you start as an OPI client.

In circumstances where you, as an OPI client, do not pay your monthly co-payments the following procedures will be followed:

1. You will be notified by your service provider that you have an unpaid balance.
2. Your case manager will contact you to find out why you have not paid and will verify that the unpaid amount is accurate in the following 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 the client, reviewing payment expectations of the OPI program.
 - c. Clarify the client income information, medical expenses, and adjust the client fees where appropriate.
 - a. Determine whether money management services are indicated due to the client's general difficulty in handling bill payments
 - d. 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.
 - e. Remind the client at least 2 weeks prior to termination that service will end and reason for termination.
 - f. Document steps taken to resolve non-payment of client fees in the case narrations section of Oregon Access.
3. Non-compliance with OPI fee-for-service requirements will result in the termination of service.

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The decision to terminate OPI authorized services for nonpayment of assessed fees for service is the responsibility of Multnomah County Aging, Disability and Veterans Services in consultation with your case manager and the center's program manager.

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.

- This document is to be provided to the OPI client at the time of enrollment/eligibility along with a copy of their Fee Determination form (0287k).*
- Signed copy of the Fee Determination form must be kept in the client's file and a copy provided to Mult Co ADVSD.*
- Case Manager to narrate in Oregon Access that this notice has been provided to the client.*