September 28, 2010

Client

Address

City, State, Zip

Re: Past due balance of your co-pay fees for OPI in-home services

Dear Ms. XXX,

Multnomah County Aging, Disability & Veterans Services’ records indicate that you have been receiving OPI in-home services from XXX through XXX 20XX to help you maintain your independence in your home. Our records also indicate that we have not received any co-payment from you for your OPI in-home services for this time period. A co-payment check in the amount of $XX.00 that you sent to Aging and Disability Services for services you received in May was received as non-sufficient funds and no other payment has been received in our office as of XXX, 20XX0. Consequently you have a balance of $XXX past due to Aging, Disability & Veterans Services.

Therefore I must alert you that your OPI in-home services are going to end 30 days from today’s date, on XXXXX, 20XX unless payment is received in the Multnomah County Aging, Disability & Veterans Services office. If you are experiencing a financial hardship and need help working out a payment plan please talk with your case manager, XXXX, at XXXXX Senior Services. XXXXX can be reached at 503-XXX-XXXX. Please contact XXX soon to discuss your situation and develop a workable solution to pay off the balance so that there is no interruption in your services.

Aging, Disability & Veterans Services will need to receive a minimum of $XX.00 from you before XXX in order for your OPI in-home services to continue after that date. After XXX, we will need consistent, monthly payments of your co-pay for your OPI in-home services to continue.

The co-pay fees that you and other OPI clients pay help us expand the service to others who need it to stay independent in their home. OPI co-pay fees are an integral part of OPI in-home services. Fees are based on a sliding scale depending on income. Clients getting services from OPI are expected to pay the full co-pay amount on a month-to-month basis as services are received.

If you have any questions about this letter you may contact me at 503-988-XXXX.

Thank you.

Respectfully,

XXXXXXXXX

Multnomah County

Department of County Human Services

Aging, Disability & Veterans Services Division

Cc Case Manager

Mult Co ADVSD CS Billing team