As per OAR 411-032-0044 1) d) B: Client fees are a mandatory feature of OPI service provision and not voluntary. If you refuses income information or refuses to pay appropriate fees, the case manager cannot authorize your OPI services. If you do not pay your co-payment 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. We will be notified by your service provider provides 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:
3. Confirms client payment status with provider prior to speaking with client.
4. Informs client of arrearage and discusses payment with client, reviewing payment expectations of the OPI program.
5. Clarifies client income information, medical expenses, adjusts client fees where appropriate.
6. Determines whether money management services are indicated due to client difficulty in handling bill payment generally.
7. Notifies client orally and in writing that non-payment may result in termination of service and establishes deadline for payment not more than 30 days from day of notice.
8. Reminds client at least 2 weeks prior to termination that service will end and reason for termination.
9. Documents steps taken to resolve non-payment of client fees in narrative section of Oregon Access.
10. Client non-compliance with OPI fee-for-service requirements results in termination of service.

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.*