As per OAR 411-032-0044 1) d) B Client fees are a mandatory feature of OPI service provision and not voluntary. If the client refuses income information or refuses to pay appropriate fees, the case manager cannot authorize OPI services.

Individuals must receive written notification of their co-pay and one time only fee for service upon initial service determination and whenever there is a change. Individuals must also be given a copy of our AAA’s policy pertaining to individual nonpayment of fees upon initial eligibility determination

*A Signed copy of the Fee Determination form (0287k) must be kept in the client’s file and a copy provided to Mult Co ADVSD.*

*Case Managers must narrate in Oregon Access that the “notice for clients of OPI fees and nonpayment policy” document has been provided to the client.*

It is the responsibility of Mult Co ADVSD and the District Center partners to develop procedures for assessing, billing, collecting and expending fees.

In circumstances where 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:
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 non payment of assessed fees for service is the responsibility of Mult Co ADVSD in consultation with the district center’s case manager and 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.