



**DEPARTMENT OF HUMAN SERVICES**  
**SENIOR & DISABLED SERVICES DIVISION**  
500 Summer Street NE  
Salem, Oregon 97310-1015  
Phone: (503) 945-5811

**AUTHORIZED BY:** \_\_\_\_\_  
SDSD Administrator/Deputy/  
Assistant Administrator

**INFORMATION MEMORANDUM**  
SDSD-IM-00-94  
Date: September 19, 2000

**TO:** SDSD District and Unit Managers  
Area Agency on Aging Directors

**SUBJECT:** Excess Balance Pay-In Project

**INFORMATION:** As a result of a Department of Human Services internal audit of the Senior and Disabled Services Division Pay-In System, the Division is in the process of examining the over collected balances in pay-in accounts. This process is being referred to as the *Excess Balance Pay-In Project*.

The project is looking at the over collected balances prior to 12/31/99. The over collected balances for the year 2000 will be addressed at a later date. Prior to refunding money to clients, each account is being reviewed to determine if all claims for waived services have been charged to the account including FICA. Historically the FICA amount has created a problem and staff are working with the Office of Information Systems to correct it.

A letter explaining the reason for the refund, which will include interest, will be included with each check. A copy will also be sent to the case manager. Questions regarding the letter or the amount of the refund check should be directed to the *Excess Balance Pay-In Project Coordinator*. A copy of the letter is attached.

For eligibility purposes the amount of the refund check is considered a one time (lump sum) payment. It is not counted as a resource in the month it is received.

Staff for the *Excess Balance Pay-In Project* are housed in the Provider and Consumer Services Unit. The project coordinator is Shannan Willits. Questions should be directed to her.

**CONTACT PERSON:** Shannan Willits, Project Coordinator

**CONTACT NUMBER:** (503) 378-2567

**FAX NUMBER:** (503) 378-2624

September 19, 2000

**FIELD**(Client)

**FIELD**(Address)

**FIELD**(City, State Zip)

Dear **FIELD**(Salutation):

The State of Oregon Senior and Disabled Services Division is currently reviewing the pay-in accounts of clients who are required to pay toward their monthly cost of service. In reviewing your account balances, we find you are eligible for a refund. You are due this refund because in some months you did not receive services equal to the amount of money you paid into your account.

Enclosed you will find a check for the amount of your refund plus interest. This is a refund for the period of time from when you first started receiving services through 12/31/99.

For eligibility purposes the amount of this check is considered a one time (lump sum) payment. It is not counted as a resource in the month you receive it. However, if any of this money is left in the month following, it will be considered as a part of your resource total. If you have any questions regarding your eligibility contact your local office.

Questions regarding this payment may be directed to me at (503) 378-2567 or (800) 241-3013.

Sincerely,

Shannan Willits, Pay-In Project Coordinator  
SDSD Provider & Consumer Services Unit

Enclosure

cc: **FIELD**(MSO/DSO/AAA Field Office)