



DEPARTMENT OF HUMAN SERVICES
SENIORS & PEOPLE WITH DISABILITIES
500 Summer Street NE E02
Salem, Oregon 97301-1073
Phone: (503) 945-5811

AUTHORIZED BY: _____
Administrator

INFORMATION MEMORANDUM
SPD-IM-02-052
Date: September 19, 2002

TO: Area Agency on Aging Directors CHS SDA Managers
CHS/AAA Field Managers and Staff CHS SDA Assistant Managers
CHS All Senior Program Managers CHS Central Office Managers
SPD Managers and Staff

SUBJECT: Pay-in System Corrections to reinstate the Automatic Refund Process

INFORMATION:

Overview

The Excess Balance Pay-in Project, which was initiated in September 2000 and described in IM-00-94 *Excess Balance Pay-in Project*, is being closed. This project had staff assigned temporarily to review the service and over collected balances on Client Pay-in accounts to determine the amount that should be refunded. Client Pay-in funds are funds that the client pays into the department to be held and applied against waived service costs. The funds are held in trust until services are paid. If the client does not receive services or receives services that cost less than they paid-in, the balance must be returned to the client. The system had many large balances that needed to be reviewed. Now that the old large balances have been cleared this project is complete. In order to prevent balances from accumulating in the future, the automated refund process has been restored. The initial run will catch up all the back records and then the process will run each month. Additional details are included in this letter.

Automated Pay-in Refund Process

Information Systems has been working on corrections to the Client Pay-In System so the system will automatically refund unused money. It takes about three months for the majority of the claims to be paid. After this period of time, the system will automatically move the service balance to the over collected balance by creating an

adjustment. If the over collected balance amount is over \$5.00 a refund will be generated. If the balance is under \$5.00 the amount will be held and checked during the next monthly cycle. This process will occur the middle of each month, and will process excess service balances for months that are more than three months past. The automatic process will not refund amounts under \$5.00, they may be done manually by Central Office staff when necessary.

We plan to run the initial refunds the third week-end of September. This initial run will refund balances through May 2002. The following week, the refund checks will be mailed along with an Over Collection Refund Notice (SDSD 1400B). A report will be produced that shows all the refunds that are made. The report will be SJF0270R-A Over Collection Refund. It will be available on View Direct.

If a client needs a refund outside of the automatic run cycle (for example, an amount paid in error), call or email Shannan Willits (503) 378-2567. She will process the refund.

Clients Ineligible Due to No Waivered Services

A new report has been developed that will report clients that appear to be ineligible because they have not received any waived services. The report will be SJF0810R-A *Potentially Ineligible Client - No Waivered Services Received*. The report will be produced when the automated refunds are processed and the system detects that the full pay-in amount is being refunded, that the client did not have any charges for waived services. This report will be available on View Direct. The report is being provided to assist case managers in monitoring their pay-in cases.

CONTACT: Shannan Willits

PHONE: see below

E-MAIL: Shannan.L.Willits@state.or.us

FAX: (503) 378-2624

Note: Shannan's phone until October 21 will be (503) 378-2567 and after that it will be (503) 945-5836