

DeAnna Hartwig

Authorized Signature

Number: SPD-IM-04-052

Issue Date: 06/23/2004

Topic: Systems Issues

Subject: Client Pay-in Refund Check Processing

Applies to (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input checked="" type="checkbox"/> Area Agencies on Aging | <input type="checkbox"/> Health Services |
| <input type="checkbox"/> Children, Adults and Families | <input checked="" type="checkbox"/> Seniors and People with Disabilities |
| <input type="checkbox"/> County DD Program Managers | <input type="checkbox"/> Other (please specify): |

Message: The printing process of the Client Pay-In refund checks is changing. Effective Friday, June 25th, these checks will be printed at the DAS print plant. This means the checks will be mailed out in a more timely manner. However, it also means, Central Office can no longer intercept them. Prior to this, if a client paid for a future month, Central Office could issue a manual refund, then intercept the check and have it applied to the client's account for the current outstanding month.

Now, if a client pays in advance, the current outstanding month's balance will be paid and the rest of the money will go into the overcollected balance which will be refunded automatically in 90 days.

Information Systems has also changed the Automatic Refunding process to the second week-end of the month to ensure proper application of funds to services provided. Previously the processing occurred in the third week-end of the month.

If a client needs a refund outside of the automatic refund cycle (for example, an amount paid in error), call or email Shannan Willits.

If you have any questions about this information, contact:

Contact(s):	Shannan Willits		
Phone:	(503) 945-5836	Fax:	(503) 947-5357
E-mail:	Shannan.L.Willits@state.or.us		