

Aging and People with Disabilities

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Number: APD-IM-15-042

Issue date: 6/3/2015

Topic: Other

Subject: EPD Participant Payments

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 checked="" type="checkbox"/> Aging and People with Disabilities | <input checked="" type="checkbox"/> Office of Developmental Disabilities Services(ODDS) |
| <input type="checkbox"/> Self Sufficiency Programs | <input type="checkbox"/> ODDS Children’s Intensive In Home Services |
| <input type="checkbox"/> County DD Program Managers | <input type="checkbox"/> Stabilization and Crisis Unit (SACU) |
| <input type="checkbox"/> ODDS Children’s Residential Services | <input type="checkbox"/> Other (<i>please specify</i>): |
| <input type="checkbox"/> Child Welfare Programs | |

Message: Employed Persons with Disabilities (EPD) program participants now have the option of paying their monthly participant fee by credit card using a new online payment service.

The internet address where EPD participants can log in and make a payment every month is: <https://apps.oregon.gov/ECommerce/DHSOHA/EPS/>.

Online payments can be made 24/7 by using a Visa, MasterCard or Discover credit card. A debit card may also be used as long as it has a Visa or MasterCard logo. If participants experience difficulty while using the online payment service, they can call 1-855-255-4304 for assistance during regular business hours.

At the website, EPD participants will be asked to enter their name, case number, branch number and month for which the payment is being made. This information has been added to the lower portion of the monthly participant fee payment notice they receive.

A two-month pilot was conducted in Marion and Polk counties. Approximately 220 EPD participants received a letter telling them about the new online payment service. No significant issues were identified during the pilot period. At the same time, information about the online payment service was added to the monthly participant fee

invoice. EPD participants statewide received this information on their April invoice. Some payments received through the online payment service were from participants outside the pilot area, again with no significant payment issues identified.

The online payment option is now available to all EPD participants. Letters will not be sent to EPD participants statewide. Please encourage use of this service when you have contact with EPD consumers during certification, recertification or at the front desk. Payments can be made any time of day with immediate confirmation of payment to the participant. A record of all payments made is available to EPD operations within 24 hours. Payments made via online service will be coded on EPD payment reports with an "N" as the first number.

If you have any questions about this information, contact:

Contact(s):	Caryn Whatley Jeff Stell		
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Email:	caryn.whatley@state.or.us jeff.stell@state.or.us		