

Trisha E. Baxter, Administrator
Office of Payment Accuracy and Recovery

Authorized Signature

Number: OPAR-PT-09-001

Issue Date: 01/28/2009

Topic: Payment Accuracy and Recovery

Transmitting (check the box that best applies):

- New Policy
 Policy Change
 Policy Clarification
 Executive Letter
 Administrative Rule
 Manual Update
 Other: _____

Applies to (check all that apply):

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

Policy/Rule Title:	Administration of Public Funds/Authority to make refunds		
Policy/Rule Number(s):	ORS 293.445	Release No:	
Effective Date:	Immediately	Expiration:	N/A
References:			
Web Address:			

Discussion/Interpretation:

OPAR is a financial entity and as such several of our units collect money (payments) from clients or providers. If we receive a payment in excess of what is owed, the statute requires we refund any excess money received.

In the past, how refunds are administered varied between our units. Some units applied a "minimum" standard, or required that the claimant request a refund in writing. Some units were automatically refunding all amounts.

To ensure consistency, we will apply the same standard for all units within OPAR.

Implementation/Transition Instructions:

Effective immediately, the following standard will be applied within OPAR.

1. Our policy is to refund all excess payments with no minimum amount.
2. Claimants will not be required to request a refund in writing.
3. Every effort should be made for timely refunding when we are first made aware of the excess payment. This is important so we are more likely to have a valid address.
4. In the event that a refund is returned, due to a bad address, the Office of Financial Services will process the returned check per their procedures.

Training/Communication Plan:

This policy will be disseminated to all OPAR staff through Groupwise. Desk/Procedure manuals should be updated to include this policy and it should be included in new hire training. Unit managers should ensure that staff who process refunds are aware of the policy.

Local/Branch Action Required:

None

Central Office Action Required:

None

Field/Stakeholder review: Yes No

If yes, reviewed by:

Filing Instructions:

None

If you have any questions about this policy, contact:

Contact(s):	Carolyn Thiebes, Policy Analyst, OPAR		
Phone:	503 378-3507	Fax:	503 378-3207
E-mail:	Carolyn.thiebes@state.or.us		