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Programs Manager

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Number: SS-PT-12-019

Issue date: 07/13/2012

Topic: Child Care

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):

- All DHS employees
 County DD Program Managers
 Area Agencies on Aging
 County Mental Health Directors
 Aging and People with Disabilities
 Health Services
 Children, Adults and Families
 Other (please specify): DPU

Policy/rule title:	Clearing unmet copays - client unable to locate the provider		
Policy/rule number(s):	OAR 461-135-0415	Release no:	
Effective date:		Expiration:	
References:	CC-WG#5 – Processing Unmet Copays		
Web address:			

Discussion/interpretation:

[Child Care Worker Guide #5](#) has been updated with additional guidance for ERDC eligibility workers when a client cannot locate a provider to clear an unmet copay. The written process clarifies what the worker can do to help and defines the client responsibilities.

Specifically:
Important information for facilitating client and provider contact:

Do not disclose provider information to the client without the provider's consent.

DHS will **no longer accept and mail payments** for the client. It is the responsibility of the client and the provider to work out payment arrangements. If the client is making a

reasonable effort to work out an acceptable payment arrangement and the provider is unwilling to cooperate, the unmet copay will be cleared. If the provider is making a reasonable effort to work out an acceptable payment arrangement and the client is unwilling to cooperate, the CNM will stand. See [CC-WG#5 – Processing Unmet Copays](#).

Implementation/transition instructions: Policy becomes effective upon receipt.

Training/communication plan: Review with branch staff.

Local/branch action required: Review and apply new ERDC policy as of the effective date given above.

Central Office action required: [Child Care Worker Guide #5](#) has been updated to include the new guidelines.

Field/stakeholder review: Yes No

If yes, reviewed by: Field Services and DPU

Filing instructions:

If you have any questions about this policy, contact:

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