



# Residential Providers Non-Payment Frequently Asked Questions

The following Frequently Asked Questions (FAQ) are intended to help Residential Providers navigate situations that may arise when a client does not pay their room and board/participation.



## Information

Home and Community Services Case Managers are required to explain client responsibility with each client at the time of Intake, Assessment and at the time of the admission into the residential facility. Each client is presented with the Rights and Responsibility form (DSHS 16-172) that also talks about client responsibility for paying their provider towards the cost of their care, including room and board.

## Notification

**QUESTION:** When should I (AFH/ALF/ESF provider) contact Home and Community Services (HCS) when the client is not paying their share of the cost of care?

**ANSWER:** As soon as you learn of non-payment promptly email the Home & Community Services (HCS) Case Manager (CM) that is assigned to the client's case. *Use the instructions below on how to send a secure email.*

## Collaboration

**QUESTION:** What information does the HCS CM need from you?

**ANSWER:** When speaking with the HCS CM it is first important to identify the reason for the non-payment so that HCS can develop an action plan and avoid a discharge from taking place. If the provider has concerns about suspected exploitation or neglect as a mandated reporter that should be reported directly to RCS/APS and share that information with the case manager.

**QUESTION:** What help can the HCS CM provide me?

**ANSWER:** Here are some of the ways in which the HCS CM can assist:

- The HCS CM can schedule a meeting with all parties involved including client, Guardian, Durable Power of Attorney (DPOA), and payee to discuss how to move forward to resolve the issue.
- The HCS CM can help explore options with the client such as money management skill building, accessing health care, obtaining rep payee services and or other supportive services that may be available through AL TSA.
- The HCS CM will discuss with the client the risks of not paying participation.

**QUESTION:** What other resources might be available to help me?

**ANSWER:** If the client needs assistance with setting up a DPOA/Guardian/Payee, here are some additional options an AFH/ALF provider could explore: petitioning for a conservator who will have authority to manage pre-existing accounts, establish a conservator/payee account or a Rep Payee on behalf of the client. See the resource links below.

You can also work with the client on developing a payment plan. Do not wait until the client is several months in arrears to take action.

## Follow Up

If the payment issue cannot be resolved and the provider decides to move forward with a discharge under [WAC 388-76-10615](#) or [388-107.0190](#) or [RCW 70.129.110](#) ensure that 05-249 form is completed and sent to the HCS CM. The HCS CM will work with the resident and provider to develop a safe discharge plan.

## Resource Links

- [OPG FRMReferral Fill in Form.pdf \(wa.gov\)](#) - for LIstServ Search
- [Washington State Courts - Guardian Portal](#) - for Referral for Public Guardian
- [Washington State Courts - Guardian Portal](#) - informative website for UGA
- [Washington State Courts - Court Forms - All forms Related to Guardianships, Conservatorships, or Other Protective Arraignments](#) - for all court forms
- [Durable power of attorney | WashingtonLawHelp.org | Helpful information about the law in Washington](#) - for DPOA resources

## Secure email instructions

Since the email will contain PHI, manually securing the email could also be a great way to transfer the data. You may manually encrypt an email by using the following process. [Secure] will secure the email in transit and at delivery.

Encrypting an email with a Keyword:  
**Step 1:** Type [Secure] in the subject line

- Correct: [Secure]
- Incorrect: (Secure) or {Secure}

**Step 2:** Include a space following the last bracket after the word secure.

- Correct: [Secure] subject
- Incorrect: [Secure]subject