

## Terms of Client Responsibility

The Washington Department of Social and Health Services (DSHS) requires some clients in the Consumer Directed Employer (CDE) program to pay for a portion of their care services. These clients pay a “Client Responsibility” or co-payment amount each month. The amount is determined by DSHS based on client income. This document outlines Consumer Direct Care Network Washington’s (CDWA) terms of service for processing your Client Responsibility.

### Background

- Client Responsibility was previously known as copay or Personal Needs Allowance (PNA).
- Client Responsibility amounts are determined by DSHS, not CDWA.
- CDWA receives all participant contact information and Client Responsibility totals from DSHS.
- Contact your Case Manager or Financial Benefits Specialist at DSHS if you have questions about the amount of your Client Responsibility.
- Payments are made to CDWA, not DSHS, and not to your IP.
- Your Individual Providers (IP) are paid for all hours submitted and approved.

### Processing

- CDWA will issue a statement on the 15<sup>th</sup> of the month for each month of service.
- If your cost of care is less than your Client Responsibility amount, you will be issued a credit on the next month’s statement.
- We will send your Client Responsibility statement by mail. Statements can be emailed if an email address is available to CDWA.
- Your statement includes your Client Responsibility amount, outstanding balance, payments, and credits.
- Payments are due to CDWA by the due date shown on your statement.
- If payment is not received in full by the due date, your account will be past due.

### Past Due Accounts

- If your account is past due, you will receive a 30-day past due/termination notice.
- Your IP(s) and Case Manager will also be notified of the account status.
- Any past due balances not received prior to the termination date will result in termination from CDE services.
- If terminated:
  - We will notify your IP(s) of your account status so they are aware they will not be paid for any further services provided during the termination period.
  - Your Case Manager will close the CDE authorization.
  - You must work with your Case Manager to arrange other services.
  - You may be reinstated for CDE program services upon full payment of your outstanding balance.
  - We may refer your delinquent account to a collections service.

### Payments

- We accept the following forms of payment:
  - Credit or debit card
  - Check or Money Order
- Payment can be made online as a one-time payment.
- Contact us by mail, email, or phone to make a payment.
- Call and speak with the Collections Department if you would like to set up a recurring payment for your monthly Client Responsibility total.
- CDWA does not accept cash or payments at our office locations.



- CDWA does not set up payment plans.
- If payment is rejected for non-sufficient funds (NSF), account closure, credit card rejection or any other reason, we will:
  - Attempt to process the charge again, and/or,
  - Contact you for a different payment method.

If you have any questions regarding your Client Responsibility statement(s), please contact us by email at [InfoCDWA@ConsumerDirectCare.com](mailto:InfoCDWA@ConsumerDirectCare.com) or by phone at 866-214-9899.

#### Client Responsibility Timeline Example

| Client Responsibility service month | Your statement will be sent | Payment is due     |
|-------------------------------------|-----------------------------|--------------------|
| July 2022                           | July 15, 2022               | August 15, 2022    |
| August 2022                         | August 15, 2022             | September 15, 2022 |
| September 2022                      | September 15, 2022          | October 15, 2022   |