

HOW YOUR FEE IS DETERMINED

A completed Service Fee Determination Application and a corresponding fee schedule utilizing income and family size are used to determine the client fee. Absent of these forms, the clients is billed the full cost of services.

INCOME

We will use the "adjusted gross income" amount from your most recent Income Tax Return, excluding any reported loses.

Social Security benefits, disability benefits, pensions, and other unearned income as well as wages and earnings are included.

We will count income from the following family members:

- The person receiving services (client)
- The natural or adoptive mother and father, if client is a minor
- The spouse if the client is married (step parent excluded)

FAMILY SIZE

Parents, spouses, and dependents under the age of 18 *living together in the same residence* will be counted. Step parents are not counted unless unemployed, but dependent step-children are counted.

DIVORCED PARENTS

Parents who are divorced or not living with each other have their fees determined separately.

Child support received is treated as additional income and child support paid out is treated as a reduction in income.

INSURANCE

If you have private insurance coverage, you must share that information with us and allow us to file claims for any medical services that the County provides or the amount of your fee may be impacted.

REVIEWING YOUR FEE

Once determined, your fee will be reviewed each year or when new information impacting fee determination is received. You must report a gain or loss in income, or a change in your family size, within 10 days. Your fee may increase or decrease with a change in your income of family size.

PAYMENT PLANS

Plans are available to help you fit regular payments into your household budget. Contact our Collections Officer to work with you on a repayment schedule.

HARDSHIP EXCEPTION

Reduction and/or elimination of your fee may be granted when charging a fee will cause *undue hardship* to the person requesting services. A written request must be given with verification of the situation causing an undue hardship. Contact out Collections Officer for more information.



It is very important that you give us the information we need to figure your fee. We cannot determine your fee until we get this information from you. If you do not send it to us, you will be charged the *full cost* of services.

Legal action can be taken against you if you do not pay your fee. We routinely submit a claim against your State Income and Renter's Credit refunds if you fail to pay your fee.



The County may take additional collection action as deemed necessary.

The collection of fees or reimbursement for services is an integral part of various services and programs within the Olmsted County Community Services Department. Olmsted County believes that collection of services fees:

- (a) *encourages personal responsibility by asking consumers to contribute financially to the cost of services they receive;*
- (b) *reimburses federal, state, and county units for services provided to those who have the ability to pay; and*
- (c) *provides revenue to the local agency, enabling it la offset expenses.*

CLIENTS HAVE THE RIGHT TO:

- Privacy in accordance with the Data Practices Act.
- Equal treatment under the law and administrative rules.
- Appeal any decision made by the agency in regard to charging or assessing a fee.
- Apply for reduction/elimination of the assessed fee due to client financial hardship.
- Information about available services.

CLIENTS HAVE THE RESPONSIBILITY TO:

- Report all income and family members in their household unit.
- Report all changes in income or family composition promptly.
- Complete and sign all applications and fee agreements.
- Pay the established fee.
- Cooperate to providing needed verifications in a timely manner.
- Provide accurate, complete and timely insurance information.

For more information or forms, please call 328-6464.

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SERVICE FEES

Q&A

Olmsted County
Community Services Department