

## **Family Cost Participation Documents Mailed to Families**

The first of every month a billing cycle is run for those families that have had services, provided by the Department of Economic Security (DES)\*, Arizona Early Intervention Program (AzEIP) and Division of Developmental Disabilities (DDD) contractors, for which there is a cost. Two documents are processed and sent to the DES mail room for mailing. However, since they are being generated by two different divisions, the timing of their mailing and processing is not exactly the same. Below is an explanation of these documents.

### 1) Monthly Statement of Account (ATTACHMENT #1) –

- a. Generated by the Office of Accounts Receivable and Collections (OARC)
- b. Official billing statement to the family
- c. This is a billing statement that is used throughout all of the programs that OARC processes bills.
- d. It can be confusing
  - i. For example, the column identified as (G) labeled “Debts/Int./Adjust.” actually is the current month billing. We have had a number of families interpret this to be an interest charge when it just represents new charges for the current month of billing.
- e. Please note: agent name and direct phone number.
  - i. This person has been assigned to the family’s account.
  - ii. They help set up online bill pay
  - iii. They help with creating payment plans
- f. If there are questions about the specifics of the billing (i.e. what services were charged) then they would be referred to the department that initiated the billing (AzEIP or DDD).

### 2) Account Detail (ATTACHMENT #2) –

- a. Sample Generated by the DES/AzEIP office (NOTE: each agency within DES would create their own account detail which presentation may be different than that shown here)
- b. Provides the detail of the therapy provided to the child including dates and amount of services
  - i. Services provided are totaled
  - ii. Family Cost Participation percentage calculated
  - iii. Monthly billing is calculated
- c. This monthly billing will match to the “Debts/Int./Adjust.” figured posted in the Monthly Statement of Account that OARC mails each month outlined above.

\*NOTE: The Arizona State Schools for the Deaf and the Blind (ASDB) sends monthly billing statements that include all information in one document and does not utilize the DES Office of Accounts Receivable and Collections (OARC).