

REFUND POLICY

PURPOSE

To insure appropriate funds and benefits such as food assistance program, Bridge Cards are returned and/or destroyed in compliance with standards when a person is discharged.

SCOPE

This policy applies to the people who live. in residential facilities and have chosen LADD staffing supports.

POLICY

LADD will disperse unused funds upon discharge of a person from a residential facility or from a program that provides staffing supports for the person in their own home to the designated funding sources or the person if deemed appropriate.

PROCEDURE

1. LADD operates on a cash basis and follows any specific contractual requirements from the Contract Agency. In a licensed setting where the cost of care is deducted from the total budget, LADD uses the SSA/SSB funds to cover the person's living expenses and any difference may be covered from the Contract Agency.
2. Social Security is received on a post-monthly basis; therefore, we receive money in February, which is to cover the January cost of care. If the individual is discharged in January we still return February's SSA payment to the Social Security Administration.
3. Any personal funds that are maintained in an interest-bearing bank account, that belong to the individual, are refunded via a money order from the bank to the individual upon discharge or within 5 business days.
4. If a person is discharged or chooses to move at any point in a month that payment for cost of care or monthly living expenses has been made the amount owed will be prorated for the days remaining in the month that the person did not live in the home. This potential reimbursement amount will be applied first to all outstanding balances such as cable charges, pharmacy bills etc. before final approval for reimbursement will occur. Because this is an individualized process it may take up to 14 days to issue reimbursement. The person served is responsible for any rent or rental charges based on their lease.
5. A person's Bridge Card regardless of the amount available on the card must be destroyed at the time of discharge. The destruction process will occur per the Bridge Card Procedure. Once a person is discharged from services their Bridge Card is deactivated and destroyed. The person and/or their guardian will be notified of the deactivation and destruction of their Bridge Card. They will be informed they will be able to obtain a new card at their local DHS office. If necessary LADD can assist with transportation to facilitate the expedited receipt of a new Bridge Card.