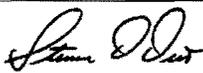


	SATOP BULLETIN			
	Subject: Rescheduling Fee			
	SATOP Director Signature: 			
Bulletin Number: 08-02	New: <input checked="" type="checkbox"/>	Revision of Previous: <input type="checkbox"/>	Effective Date: 10/3/08	
Note:			Number of Pages: 2	

1. Affected Programs:

1.1. OMU, OEP, ADEP, WIP, CIP, YCIP and SROP

2. Purpose:

2.1. Several SATOP service providers have requested approval to charge consumers a fee for failing to show up to begin their assigned program as scheduled. The fee will compensate providers for lost revenue associated with such occurrences. It would also hold the consumer accountable for his/her actions, help teach personal responsibility and emphasize that the scheduled program commencement date/time is important.

3. Action:

- 3.1. **DEFINITION** – A “Rescheduling Fee” as referenced in this bulletin pertains to a consumer failing to show up to begin their assigned program as scheduled. A rescheduling fee should not be confused with a missed appointment fee. A rescheduling fee is associated with the commencement of a program; whereas, a missed appointment fee is associated with an appointment. A missed appointment fee is not the focus of this bulletin.
- 3.2. **PARTICIPATION OPTIONAL** – Charging consumers a rescheduling fee is optional. Providers are encouraged to consider the balance between lost revenue and customer relations before establishing a rescheduling fee policy. If an agency becomes known as a provider that charges a rescheduling fee, consumers may choose to go elsewhere for services.
- 3.3. **FEE COLLECTION RESTRICTIONS** – Providers shall not impede a consumer’s ability to complete their SATOP requirements and obtain a completion form based on his/her failure to pay a rescheduling fee. The ADA Certification Standard that states, “Pay all fees” as criteria for successful completion of SATOP, 9 CSR 30-3.206(20)(E), shall not be applied to rescheduling fees.
- 3.4. **POLICY DEVELOPMENT** – Providers who choose to charge consumers a rescheduling fee shall include the specifics of the process in the agency’s policy and procedure manual. An agency’s rescheduling policy and procedures must adhere to the following:

- 3.4.1. Providers shall not charge consumers a rescheduling fee unless the consumer is informed of the policy and has signed a form acknowledging receipt of that information prior to an occurrence for which such a fee is being sought.
- 3.4.2. Providers shall not charge a rescheduling fee to a consumer who has contacted the agency at least 24 hours in advance of the scheduled program commencement date/time to cancel.
- 3.4.3. Providers shall not charge a rescheduling fee to a consumer in excess of \$40.
- 3.4.4. Providers shall not charge a consumer a rescheduling fee after the consumer has commenced his/her assigned program.
- 3.4.5. The provider's policy and procedures shall include rescheduling fee exemptions for consumers whose failure to show for program commencement was due to extraordinary circumstances.

4. End of Bulletin