

Policy No. 8.1  
Page Number 1 of 3  
Effective Date: January 17, 2002  
Date Reviewed:

**TITLE: CONSUMER FEE AND COLLECTIONS**

**PURPOSE:** The purpose of this policy is to comply with the Texas Health and Safety Code, Sec. 534.067 and Sec. 534.017 as implemented currently by Texas Administrative Code (TAC) 403, Subchapter B, and Texas Administrative Code (TAC) 412, Subchapter C, (as adopted) by establishing a uniform fee collection policy for community-based services provided to the members of the priority population and to authorize the collection of unpaid service fees. This policy rescinds previous Board Policy 8.01 'Client Fees' dated December 9, 1999. *[Key Words: Client Fee, Monthly-Ability-To-Pay (MAP), Fee Schedule, Third-Party Payer]*

---

**POLICY STATEMENT:**

It is the policy of The Center for Health Care Services to establish and implement a uniform and equitable method of assessing, charging, and collecting fees for community-based services provided to members of the priority population.

**POLICY ELABORATION:**

**I. GUIDING PRINCIPLES**

- A. The Center recognizes the importance of payments for services as valuable and necessary sources of revenue. The Center also recognizes that an important service goal is to assist consumers in achieving their highest possible personal development, social relatedness, cultural appropriateness, and personal independence. Paying for services assures personal investment in the therapeutic process, promotes positive outcomes and reinforces a customer oriented service delivery system. In furtherance

of these goals, the following principles shall serve as guidance:

1. Consumers will contribute to the cost of their care based upon their ability to pay.
  2. Persons eligible for services and in crisis will not be denied services based on an inability to pay.
- B. The dignity of the consumer shall be respected by Center staff.

## **II. GOVERNANCE**

- A. The Center shall charge reasonable fees for the services it provides.
- B. The Center will develop procedures and practices, in compliance with applicable laws and regulations, to financially assess and determine the consumer's ability to pay for services received, and to calculate the consumer's maximum monthly fee.
- C. The Center shall ensure that the consumer is aware that the consumer is responsible for paying all charges owed, to the extent of their ability to pay.
- D. The Center shall assist consumers in identifying and accessing available funding sources other than TDMHMR and make reasonable efforts to collect payments from all available funding sources.
- E. The Center shall exercise its rights granted by law for collecting fees for services rendered.

Policy No. 8.1  
Page Number 3 of 3  
Effective Date: January 17, 2002  
Date Reviewed:

**REFERENCES/BIBLIOGRAPHY:**

Texas Health and Safety Code, Sec. 534.067 and Sec. 534.017, as implemented by the Texas Administrative Code, Chapter 403, Subchapter B & Texas Administrative Code, Chapter 412, Subchapter C, (as adopted) Charges for Community-Based Services  
TDMHMR Monthly Ability-To-Pay Fee Schedule.

**OFFICE OF PRIMARY RESPONSIBILITY:**

Director of Billing and Third-Party Reimbursement

**ENDNOTES:** None