



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Home and Community Living Administration
P.O. Box 45600 • Olympia, Washington 98504

May 29, 2025

ALTSA: AFH #2025-019

ALTSA: ALF #2025-016

ALTSA: ESF #2025-013

NON-PAYMENT FREQUENTLY ASKED QUESTIONS FLYER

Dear Provider/Administrator:

Per the Medicaid contract, residential providers are responsible for the collection of the client's participation amount (if any) from the client in the month in which services are provided. The contract defines "Client participation/responsibility" as the amount determined by Home & Community Services (HCS) financial services that the client is required to contribute toward the cost of 1) room and board and/or 2) their care. While HCS staff are not involved in the collection process, there are instances when a client has not paid their client responsibility for a variety of reasons, putting their services at risk.

The flyer titled, "[Non-Payment Frequently Asked Questions](#)" was created as a guide for both residential providers and a resource for HCS staff on how to collaborate to help resolve non-payment issues to avoid disruption of client services and support you as a provider.

Please review the attached flyer and begin using it as a resource, if you have any questions, please e-mail HCSResidentialPolicy@dshs.wa.gov.

Sincerely,

A handwritten signature in black ink, appearing to read "Amy Abbott", written over a horizontal line.

for

Amy Abbott, Director
Residential Care Services

DSHS: "*Partnering with People*"