

Update May 2020

COVID-19 Modified Co-payment Policy Process

In response to current circumstances relating to the health crisis and the current safe-at-home guidance the Stafford County Human Services has modified the current co-payment processes to be more flexible for families experiencing additional hardship related to the COVID-19 pandemic.

- For the month of March and April families were not sent invoices for assessed co-payments.
- For the month of May, families will be sent invoices (including assessments for March and April), however a letter will be included that they contact this office via email if they are in need of an extension or modification of their current co-payment due to unemployment or change in employment status due to COVID-19.
- Families will be required to submit an updated assessment and income verification. If they have experienced a change as noted above.
- HSO staff will review any requests for waivers/modifications. Response to the requests will be sent via email to both the family and the case manager.
- New cases referred to FAPT will be assessed co-payments for services recommended.
 - Paperwork will need to be password protected, turned in via email separately from the FAPT paperwork and within 7 days of the FAPT meeting.
 - If the family is unable to send a signed co-payment assessment then they will need to send an email to the HSO account confirming that they agree or disagree with the assessment.
 - Appeals will require the same supporting documents as required in the standard co-pay policy:
 - Hardship Letter
 - Appeal worksheet
 - Additional supporting documentation