



## Health Professionals' Services Program

### Program Guidelines

**Title:** Past Due Accounts

**Pages:** 2

**Revision Date:** 2/17/14; 5/15/2013; 2/14/2013; 6/2012

#### **Guideline:**

1 As part of participation in the Health Professionals' Services Program (HPSP), licensees are required to  
2 pay for toxicology testing, monitoring groups and individual monitoring consultant meetings, and other  
3 services that are part of the monitoring program. All licensees are required as part of their monitoring  
4 agreement to remain current in their accounts. This means that licensees are required to maintain a  
5 balance of at least \$180.00 on account. Failure to maintain the agreed upon balance and remain current  
6 will result in not only a report of substantial non-compliance in accordance with ORS 676.190 1 (f) (G)  
7 but will also result in HPSP suspending monitoring services as the licensee will no longer be able to  
8 participate in toxicology testing.

9  
10 HPSP is not responsible for overdraft fees, unless prior notification is received to remove the credit card  
11 on file. Credit cards are charged daily. Licensees can anticipate a charge on their credit cards from 2-10  
12 days following testing.

13  
14 Credit card expiration: A new authorization form will be sent to licensees prior to the expiration date of  
15 their credit card which is on file. This form needs to be returned promptly if the licensee wants to  
16 remain on automatic credit card charge.

17  
18 If a licensee fails to maintain the agreed upon deposit and has an existing balance owed for a toxicology  
19 test, the following will occur:

- 20 1. The licensee will be contacted by email including a copy of the invoice or is mailed a letter with a  
21 copy of the invoice attached. Licensee will have 10 business days from date of receipt of letter  
22 to contact HPSP with payment information.
- 23 2. When licensee contacts HPSP and has a credit card on file, the payment is charged at the time of  
24 the call in. The charge includes the deposit and the test fee. If licensee is unable to pay by  
25 credit card, a note is made in the account as to when payment will be sent. All non-credit card  
26 payments must be by certified check or money order made out to Health Professionals' Services  
27 Program. No personal checks will be accepted.
- 28 3. If the licensee is unable to remit amount due, within 10 days of notification that there is an  
29 overdue balance, the licensee has to provide a date that is no more than 15 days that indicates  
30 when payment will be made in full. **Payment plans are not available.** For Board referrals, the  
31 appropriate board is notified that licensee has a past due balance and the agreed upon payment  
32 date. This step precedes a formal report of substantial non-compliance. If licensee is a self-  
33 referral, the board is not informed about the establishment of a payment date but the licensee



- 34 is informed in writing that if the outstanding balance is not paid within the agreed upon time  
35 frame, the appropriate Board and employer (if employed) will be notified. (see step 4)  
36 4. If the licensee fails to pay within the agreed upon time frame, the licensee will be reported  
37 substantially non-compliant and monitoring will be suspended, pending board review.  
38 5. The licensee will be asked to step down from the workplace and the employer will be informed  
39 that monitoring has been suspended due to non-payment of program fees and recommends  
40 that the employer requests the licensee to step down from the workplace. It will be  
41 recommended to all licensees, employed and unemployed, to sign the refrain from practice  
42 agreement. If the licensee does not step down or refuses to sign the refrain from practice  
43 agreement, the appropriate Board is notified and another non-compliance report is completed.