

MICHIGAN HOMES FOR VETERANS

BOARD MANUAL

BOARD OF MANAGERS OPERATING POLICIES AND PROCEDURES

BP-005

Delinquent Member Maintenance Accounts

Reviewed: 10/14/2015

PURPOSE: Michigan Compiled Law 36.11 states, "The maintenance charges as determined by the board of managers shall be paid to the adjutant of the facilities in advance not later than the fifth day of each month. Failure to comply with a condition shall be cause for dismissal from a facility." Administrative Rule R 32.74 states that the home may involuntarily transfer or discharge a member for non-payment. Member maintenance accounts not in compliance with this statute and rule will be deemed delinquent. The purpose of this policy is to set administrative guidelines for dealing with delinquent member maintenance accounts.

PROCEDURE:

- I. Once an initial assessment has been determined, non-payment will result in the following actions being initiated: forwarding of a past due notice, communication from Business Services, reduction of member's monthly personal spending allowance, or discharge and referral to the Office of the Attorney General for the State of Michigan for collection.
 - A. Member Maintenance Assessments
 1. The member or responsible party is informed as to the amount of the monthly maintenance assessment at the time of admission or reassessment.
 2. The member or responsible party is informed as to the method of payment at the time of admission or reassessment.
 3. The member will be billed or a financial statement will be sent to the member, guardian or financially responsible person at least quarterly.
 4. All member maintenance assessments are due by the 5th of each month.

B. Past Due Notices

1. Member maintenance assessments not received by the fifth of each month will be considered past due.
2. Member maintenance assessments not received by the 21st day of the month (16th days past due date) will generate a past due notice being forwarded to the responsible party by the Michigan Homes for Veterans Finance Office.
3. Member maintenance assessments not received by the fifth day of the following month will be referred to the Administrator or designee for action.

C. Office of the Director of Business Services Intervention

1. The Business Office will inform the member or responsible party of all ramifications of continued noncompliance to include discharge and referral to the Office of the Attorney General for the State of Michigan.
2. In lieu of discharge, the Administrator or designee of the Home may recommend that the member's personal spending allowance be reduced by up to 50% until the arrearage is paid in full.
3. Failure to comply with the Business Office's request for payment of past due maintenance assessments will result in discharge and/or referral to the Office of the Attorney General for the State of Michigan.
4. Written notice of intent to discharge will be forwarded to the member, guardian/conservator or financial responsible person.
5. Discharges will be handled in accordance with Veterans Home Administrative Rules (R 32.71 – R 32.86) and Board Policy BP-009, Involuntary Transfer/Discharge Policy.

- D. Discharge and Referral to Office of the Attorney General
 - 1. Subsequent to discharge, the former member or responsible party will be billed for the outstanding unpaid maintenance assessment.
 - 2. Failure to respond to this request for payment within thirty days will result in a final review of the account by the Office of Business Services.
 - 3. Final disposition of an account will be resolved at this time. Referrals to the Attorney General's Office will constitute final disposition of an account on the part of the Michigan Homes for Veterans. The Michigan Homes for Veterans will cooperate with the Office of the Attorney General in its resolution of the case.

- II. The Director of Business Services may elect to forego any or all of the aforementioned procedures when circumstances arise which may result in financial loss to the Michigan Homes for Veterans or State of Michigan if expediency is not utilized.