

## ADMINISTRATIVE POLICY

- 1 OPTIONS will bill only for services rendered. Accurate records of services provided will be maintained at all times.
  - 1.1 A Daily Attendance Register will be maintained at all OPTIONS service sites including Transitional Living, Tunnell, and Supported Living.
  - 1.2 Daily attendance records will be collected at the end of each month and utilized for funding source billing. Partial day attendance will be billed in accordance with the service contract or agreement of the funding source.
  - 1.3 If a person fails to attend an appointment with an outside service provider without giving 24 hours cancellation notice, the person may be charged for the missed appointment unless such a charge is precluded by the policy and procedures of the funding source, or if there were circumstances beyond the control of the person (e.g. acts of nature, illness, etc.).
  - 1.4 OPTIONS will bill for services rendered no less frequently than once monthly and no more frequently than once weekly.

POLICY DATE: February 1996  
REVISED: April 2004, August 2007, May 2012, February 2014  
REVISED: September 2015  
REVIEWED: September 2016, October 2017, October 2018  
REVIEWED: November 2019, November 2020  
REVISED: January 2022, February 2023  
REVIEWED: March 2024