



June 8, 2021

To: Public Defense Partners

From: Kimber Sexton, Senior Policy Analyst

Heather Pate, Contracts Manager

Erin Severe, Deputy General Counsel

Re: Accounts Payable

OPDS is endeavoring to better listen to our partners in the public defense community regarding our payment practices. We acknowledge the frustration experienced by many of our providers with respect to the timing of payments, our internal policies and processes, and the agency's communications regarding those issues. We apologize for hardship and frustration that we have caused. We are striving to make meaningful changes to streamline our processes and ensure that we are processing all payments within our 30-day goal.

This memorandum addresses two of those changes.

First, we are in the process of undertaking a wholesale review of the payment policy to create individual policies that provide better clarity and guidance. That process will take some time, and we will be reaching out for input. The final policies will be taken to the PDSC for approval.

Second, in the interim, we are implementing the following changes effective **June 15, 2021** in an effort to improve our processes and payment processing time.

Amend Accounts Payable general process/policy for all non-contract invoices:

1. If a clarification is needed or there is missing support for an invoice that would necessitate a reduction of payment of \$10.00 or more, the AP team will reach out via email for clarification and put the invoice on hold until the end of the next business day. If needed information is received by the end of the next business day, the invoice will continue to be processed in full. If needed information is not received by the end of the next business day, the invoice will be processed but payment will be amended, and a Notice of Adjustment issued. The provider may submit the related Notice of Adjustment with the needed information for up to 60 days after the notice date, but it will go into the normal processing que.
 - a. If payment is adjusted for less than \$10.00 providers can submit a request for clarification to accountspayable@opds.state.or.us which will be responded to

Oregon Office of Public Defense Services

Contracts and Business Services

198 Commercial St. SE, Suite 205, Salem, OR 97301 • 503.378.2478 • www.oregon.gov/opds

within three business days. The email must have **CLARIFICATION REQUEST** in the subject line. If upon clarification additional payment is due, any additional needed information must be submitted within 60 days of the date of the original request for clarification and will go into the normal processing que.

2. Capital invoices will be processed the same as other non-contract invoice types.

Amend the policy regarding payment against NRE authorizations:

1. Change from “may only be billed against once” to “may only be billed against once including any later submittal related to a Notice of Adjustment”. This change is necessary so that payment can be made for an Adjustment notice that is sent later with needed information.
2. Invoices with service dates within five business days of the dates approved will be processed if supported by an *email or other written approval by the assigned attorney*.

Amend the Reconsideration policy:

If invoice is denied or if an amount different from the original invoice is paid OPDS will generate a Notice of Adjustment when \$10.00 or more. A provider may submit the Notice of Adjustment with the needed information for up to 60 days after the notice date, but it will go into the normal processing que.

If the Provider wishes to dispute the Notice of Adjustment or any adjustment, a Request for Reconsideration may be submitted via email at accountspayable@opds.state.or.us, fax at (503) 378-4463 or via the United States Postal Service. The email, fax or mailed written request must have **RECONSIDERATION REQUEST** in the subject line. The request must include the Notice of Adjustment, the original invoice, any additional rational or documentation and be submitted within 60 days of the date of the Notice of Adjustment or if under \$10.00 within 60 days of the payment date, include a copy of the payment check as well. It will be reviewed by the Reconsideration Panel for consensus of approval or denial within 10 business days.

The reconsideration panel will consist of a representative from Accounts Payable, General Counsel and the NRE team.

Thank you for your input and willingness to collaborate with us moving forward.

If you have any questions, please email accountspayable@opds.state.or.us.

Oregon Office of Public Defense Services

Contracts and Business Services

198 Commercial St. SE, Suite 205, Salem, OR 97301 • 503.378.2478 • www.oregon.gov/opds