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|  | *The Commonwealth of Massachusetts**Executive Office of Health and Human Services**Department of Mental Health**25 Staniford Street**Boston, Massachusetts 02114-2575* |  |
| **CHARLES D. BAKER*****Governor*****KARYN E. POLITO*****Lieutenant Governor***MARYLOU SUDDERS***Secretary*****Joan mikula** Commissioner | **(617) 626-8000****www.mass.gov/dmh** |

Dear \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_ (Agency) and the Department of Mental Health (DMH) want to let you know about new regulations that dictate how Charges for Services and Supports are calculated and collected for residential services and supports provided by \_\_\_\_\_\_\_\_\_\_\_\_ (Agency), which contracts for these services with DMH (104 CMR 30.06). In this letter we will address the following important things related to this change:

* What are Charges for Services and Supports?
* Why are these regulations being issued now?
* What does the new regulation tell you?
* How does this affect you?
* How will I know if my monthly bill will change now and in the future?
* Who can I ask if I have questions?

**What are Charges for Services and Supports?**

They are the monthly fees that you pay \_\_\_\_\_\_\_\_\_\_\_\_ (agency) for a portion of the costs associated with your residential treatment program. They are based on the median of the statewide monthly cost per person for providing residential services and supports. Someone else may manage all or some of your money and pay your fees for you and if that is the case, they will also be getting this letter. The amount is based on a statewide average as determined by DMH.

The Agency may also charge for client caused damages in certain situations, and may ask for contributions for non-service related voluntary activities such as recreational or entertainment activities if you want to participate.

**Why are these regulations being issued now?**

The DMH is responsible for updating its regulations periodically. We have to ensure that what we charge the people we serve is based on up to date information including what things cost and what resources you have available.

What does the new regulation tell you?

* That the provider (Agency) has a duty to charge for services and supports.
* Who gets information about your charges and when.
* Who is responsible to pay the charges.
* How we determine what each person who resides in a Group Living Environment will have to pay monthly. We take into account your monthly income, and what you already pay for certain things such as medical and dental expenses, child support or alimony payments, certain loan payments, certain transportation expenses, and certain expenses related to the activities of your plan. The regulation ensures that you have at least $200.00 spending money each month after paying for services and supports.
* You or your representative’s responsibility to report income changes
* Your right and the process to appeal

**How does this affect you?**

It depends on where you live, your income and certain expenses and your current charges. You will get information about your specific charges in a separate letter. Your charges may decrease, stay the same, or increase. If your charges are increasing by more than $100, you will have one year to transition to the new cost.

**How will I know if my monthly bill will change now and in the future?**

You will receive notification through a letter in the mail or given to you by your staff person of any changes at least 30 days before the change happens. If someone else pays your fees for you, they will also get this letter.

**Who can I ask if I have questions?**

* \_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Agency) (housing coordinator, manager, whoever) at XXX-XXXX
* DMH contact (DMH Case Manager or Applicable Site Office)