

Common Housing and Financial Questions/Statements

As of 12/18/17

- **The Case Manager/Support coordinator says that my loved one has not flipped to Fee For Service, so why do I pay Bellwether instead of the state?**
 - With the implementation of the Fee for Service program, there are two major pieces; the housing, and the services/care. The State of NJ has chosen to free up its resources in order to provide more direct care to the client's they serve. In order to do this, one the changes they made was to stop being the "middle man" when it comes to the housing and contribution to care. Previously, the state had a contract with each of its providers and paid them directly. They would then collect a portion from each client, based on their income, to reimburse themselves. Effective November 1, 2017, the state has designated larger providers to start the process of eliminating this task from their services, by directing the providers to collect the funds directly.
 - Letters from the Supportive Housing Connection were sent to the guardians of each individual directing them to stop paying the state effective November 1, 2017.
 - Although this piece is part of the Fee For Service structure, it does not directly relate to when their care and services provided actually flips.
- **Who decided the rate amounts for housing and contribution to care?**
 - Housing expenses were determined by the HUD Fair Market Rent with the driving factors of the size of house and the county it resides. The client's portion of rent is calculated as approximately 30% of the individual's gross annual income. The balance of rent due is subsidized through the Supportive Housing Connection and paid directly to the landlord (Bellwether).
 - Contribution to care is set by the landlord and is based on each home's average expenses.
- **What does contribution to care cover?**
 - Contribution to care covers items related to the home's utilities, food, cleaning and personal care products, and outings.
- **Why is contribution to care higher than I paid the state?**
 - The previous contribution to care from the state was approximately 75% which included the rent, utilities, and food service only. The new rate (including the rent portion) is approximately 84%. The increase is attributed to the change of food to be provided and the inclusion of the client's outings.

- **What if I provide items instead of using what is provided?**
 - If you do not like what is provided, you are welcome to provide an alternative for your loved one. This is considered a personal choice and will not affect the rate of contribution required.
- **What about special circumstance previous allotments agreed to by the state of NJ including burial, medical, and guardianship?**
 - We are sorry, but Bellwether is not required and will not honor previous special circumstance agreements with the State of NJ.
- **Why am I being charged more than my loved one receives from Social Security?**
 - Calculations for rent and contribution to care were made based on the individual's total income. This includes SSI, SSA, VA benefits, wages, and pensions. If the amount is higher than you receive, the balance can be made up from their personal wages.
 - If you feel there is an error in the calculation, you will need to submit a copy of the Social Security award letter to Stacy Smith, Supervisor of Client Accounts. Statements and typed deposit amounts are not acceptable proofs of income. We can only request adjustments with the letter from Social Security.
- **Will I receive a bill?**
 - You will receive a bill if you are your loved one's representative payee. The bill will be generated in our Florida offices and will be mailed to you around the 20th of the month.
- **My loved one does not receive their funds until the 1st/3rd, but the due date says the 1st.**
 - Payment can be made once the representative payee receives their funds. The date of the 1st was placed on the leases for renewal and uniformity purposes.
- **Where do I send payments? (if representative payee)**
 - The representative payee should send payments to Bellwether Behavioral Health, 2520 Wrangle Hill Road, Suite 200, Bear, DE 19701
- **Can I send one check? (if representative payee)**

Yes, you can send one check to cover the rent and contribution to care made payable to Bellwether Behavioral Health, but please send a separate check in your loved one's name to be deposited into their personal spending account. You may send them both in the same envelope if you wish.
- **Do I still send money for my loved one's personal bank account?**
 - Yes. Clients will still require funds to cover items such as: over the counter medications/deductibles, hair cuts/hair care, personal merchandise, cash on hand, personal preference items, and clothing.