MEMORANDUM

TO: Local Health Directors

FROM: Belinda Pettiford, Branch Head
Women’s Health Branch

RE: Title X - Collections and Debt Set-Off

We have received numerous questions pertaining to collections and debt set-off for clients receiving Family Planning services under Title X. Our team reached out to the Office of Population Affairs to gain further clarification. Below is the guidance that we have received.

Q. Agencies have asked us if it’s okay to send clients’ information to collection agencies and/or debt set-off, and how to handle confidential clients.

A. Yes, it is generally permissible for an agency to refer clients to collection agencies and/or debt set-off. However, “confidential” patients/clients should only be referred to Debt Collections and/or Debt Set-off, if the Grantee, and/or its subrecipients (including service sites) can ensure that the client’s “confidential” status will NOT be compromised by going through the Debt Collection or Debt Set-off process. If “confidentiality” cannot be guaranteed, a “confidential” patient/client should NOT be referred to Debt Collections and/or Debt Set-off.

Should you have additional questions, please contact our Family Planning Nurse Consultant, Debbie Farb, at Debbie.farb@dhhs.nc.gov.

Thanks for your ongoing work in supporting families in your community.

C: Kelly Kimple, WCH Section Chief
Phyllis Rocco, LTAT Branch Head