



FREQUENTLY ASKED QUESTIONS: DDD SYSTEM & PAYMENTS

Question: *Why don't you bill DDD directly?*

Answer: We cannot authorize to the DDD that you joined us for an activity – that approval needs to come from you, the participant or participant's caregiver. Case managers vary – many require that the participants submit any invoices for reimbursement directly to ensure that the DDD is paying only for the activities their clients participated in. Because of the approval process required, statements need to be submitted to caseworkers directly from the participant.

Your funds from the DDD are your money and we want to help ensure they are spent how you want them to be spent. If you are concerned about what portion of your balance DDD will cover, please contact your caseworker when you register for an activity to discuss how much of the fee DDD might cover.

Question: *I'm a participant funded by DDD – Why do I have to pay the deposit?*

Answer: Many of our programs are limited in the number of participants we can serve and fill up quickly. We require deposits to hold space for participants. At times DDD may or may not pay for the full amount of an activity. Therefore the deposit ensures those being funded by DDD that they can reserve a place in their chosen activity prior to Outdoors for All receiving the funds from DDD. In rare instances we may offer a deposit exemption for participants who have been funded by DDD in the past who meet certain criteria. To request a Deposit Exemption application please email accounts@outdoorsforall.org. Before participating in an activity, please check with your caseworker as to how much of the activity cost DDD will fund.

Question: *Once DDD pays Outdoors for All for the activity, why doesn't Outdoors for All automatically refund the deposit we paid?*

Answer: Our current systems do not allow us to automate the refunding of DDD amounts, especially because many participants choose to keep the \$50 deposit with us to use for future activities. You will receive an updated statement once DDD has paid for your account showing any remaining balance or credit on your account, at that time you may contact accounts@outdoorsforall.org or call 206.838.6030 for a refund of the deposit if desired.

Question: *Why have your payment policies changed so much?*

Answer: Like everyone, Outdoors for All has been significantly affected by the changing economic times. To ensure that our organization will continue to provide opportunities for outdoor recreation for people with disabilities, we have more actively enforced our existing payment policies as well as created some new policies. Also, by making our policies more clear we hope to reduce confusion around our policies and expectations of participants. We want to ensure our organization's sustainability so that we can continue to transform the lives of children and adults with disabilities for many years to come.