



PLAN of AZ

Planned Lifetime Assistance Network
Planning • Trust • Care

Guidelines for Disbursement of Funds from Third Party Special Needs Trust Accounts

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GUIDING PRINCIPLES

Federal law requires that the funds in an individual's Third Party Special Needs Trust be used for the sole benefit of the Trust Beneficiary. The funds are to be used to enable the Trust Beneficiary to lead as normal, comfortable, dignified and fulfilling a life as possible. These funds are to be used to supplement public benefits. Payments of trust funds are to be made to third party vendors.

PLAN of Arizona has total and sole discretion in making any payment from an individual's Third Party Special Needs Trust account.

You are strongly encouraged to work with your assigned Support Coordinator when making purchases, as all payment requests must be approved before payments can be made. No payments or reimbursements are guaranteed.

All beneficiaries are assigned a Support Coordinator to assist with the payment request process. Support Coordinators can be reached at the PLAN of Arizona office (602-759-8180).

SAMPLE USES OF FUNDS

**Note: PLAN of Arizona refers to the Trustor's instructions as recorded in the Contract when reviewing trust distribution requests, along with our own evaluation as to what kind of expenditures are appropriate. The following examples are not exclusive, but illustrate the types of special, supplemental, non- support disbursements that can be made for the Trust Beneficiary from the Third Party Special Needs Trust:

- Health and dental treatment and equipment for which there are not funds otherwise available
- Rehabilitative and occupational therapy services
- Medical procedures, even though not medically necessary or lifesaving
- Medical insurance premiums
- Supplemental nursing care
- Supplemental dietary needs
- Eyeglasses
- Travel
- Entertainment
- Companion services
- Private case management
- Cultural experiences

- Vacations
- Movies
- Telephone service
- Television and cable equipment and services
- Electronic devices/appliances
- Training and education programs
- Reading and educational materials

PROHIBITED USE OF FUNDS

- Alcohol or pornography
- Gambling
- Note: The Social Security Administration has determined that restaurant charges and charges for food items at such places as convenience stores are payments for food. PLAN of Arizona therefore cannot be used to pay for restaurant charges or charges for items of food at convenience stores or other locations for beneficiaries who receive SSI benefits.

REQUESTING PAYMENTS

Beneficiaries must complete a **Disbursement Request Form** to request payment to a vendor or other Third Party from a beneficiary's account.

Methods for payment are as follows:

1. SUBMIT THE DISBURSEMENT REQUEST FORM ALONG WITH AN ESTIMATE OR INVOICE TO PLAN of Arizona.

First, contact the Support Coordinator for approval. A check will then be made payable to the vendor for the item(s) being purchased.

-OR-

2. SUBMIT A DISBURSEMENT REQUEST FORM FOR REIMBURSEMENT TO A THIRD PARTY FOR PURCHASES MADE ON THE BENEFICIARY'S BEHALF.

First, the beneficiary or his or her representative contacts the Support Coordinator for approval for a third party (i.e., family member, friend, or other representative) to make purchases on his or her behalf. After receiving approval, submit the Disbursement Request Form along with ***itemized receipts** to PLAN of Arizona. **No disbursements will be made if itemized receipts are not submitted along with the request form.** Copies of cancelled checks and accompanying invoices may be submitted as receipt for payment.

Please note: Reimbursements cannot be made directly to beneficiaries who receive SSI. Reimbursements can only be made to third parties.

-OR-

3. INSTRUCT VENDOR TO SEND BILLS DIRECTLY TO PLAN.

First contact PLAN Arizona for approval. After receiving approval, instruct the vendor to change the mailing address on future bills to:

Beneficiary's name
c/o PLAN of Arizona
5025 Washington Street, Suite 112
Phoenix, AZ 85034

Payments will then be made directly to the vendor.

Please Note: If bills are sent directly, PLAN of Arizona will not forward any promotional offers or other materials sent by the vendor to the individual beneficiary.

PROCEDURE FOR PAYMENTS TO CREDIT CARD COMPANIES

Credit card statements cannot be billed directly to PLAN of Arizona. Beneficiaries may use the following procedure to request payment for purchases that are made with a credit card:

Step 1: After receiving approval from your Support Coordinator, use your credit card to make a purchase(s). Save the receipts!

Step 2: Complete a Disbursement Request Form as follows:

- For the "Make Check Payable to" section, write the name and address of the credit card company you used to make the purchase(s).
- For the "Mail Check To" section, write your name and address.

Step 3: Attach the receipt(s) from the purchase(s) to the Disbursement Request Form. In addition, please submit a copy of your credit card statement for our files for verification purposes.

Step 4: Mail the Disbursement Request Form and attached receipt(s) to PLAN of Arizona. The request will be reviewed through our standard approval process.

Step 5: If your request is approved, you will receive a check payable to your credit card company for the amount of the purchase(s). **Mail the check to your credit card company when you make your next payment.** On occasion, PLAN may send the check directly to the credit card company.

Please also note the following when making credit card purchases:

- We will notify you if your request is not approved as an appropriate disbursement from your trust account. It is your responsibility to pay for any purchases that are not approved.

If you are not sure if the item(s) or service(s) that you want to purchase with your credit card will be approved, please contact your Support Coordinator for pre-approval prior to making the purchase.

- Cash advances, late fees, and other finance charges in connection with credit card transactions will not be approved. You are responsible for ensuring minimum payments are made to the credit card company by the due date.
- Processing these requests takes time, so you should count on 10 days to 2 weeks before receipt of the check.

PROCEDURE FOR PAYMENT OF NON-PROFESSIONAL SERVICES

Note: We **will not** approve payment of any non-professional services until:

- 1) We have a Service Agreement on file. The beneficiary's Support Coordinator can provide additional information regarding submission of the Service Agreement.

and

- 2) We have a W-9 Form on file for the individual providing the services.

Once a *Service Agreement* has been **submitted and approved** and PLAN has a W-9 on file, the service provider must complete and submit a *Statement of Service Form* for reimbursement of services provided.

Note: **PLAN of Arizona has total and sole discretion in making any payment from an individual's Special Needs Trust account. Neither the Trust Beneficiary nor any person acting on behalf of the Trust Beneficiary can require payments from an individual's account.

*****If the service being described under the Service Agreement is for guardian or conservatorship purposes, you are certifying that you are not being paid by a state agency or other source for providing this service.**

ADDITIONAL GUIDELINES

For all payment requests:

- Vendor invoices are expected to be issued monthly and allow for a standard 30-day payment period. PLAN of Arizona may not accommodate vendors who bill more frequently or require payment in fewer than 30 days.
- While PLAN of Arizona endeavors to make all payments to third parties in a timely manner, PLAN of Arizona is not responsible for the payment of any late fees or interest that accrues on late payments.
- Receipts, bills and invoices that are submitted for payment or reimbursement are to include **ONLY** items and services that are for the use of the Trust Beneficiary. If a third party purchases items or services for a Trust Beneficiary, those items **must be on a separate, *itemized receipt, invoice or bill that does not** contain items or services purchased for anyone other than the Trust Beneficiary. **PLEASE NOTE:** If we receive invoices that include items purchased for someone other than the beneficiary, we reserve the right to refuse payment of the disbursement request.
- If any single request for payment exceeds \$3000.00, it must be approved by the Executive Committee of the PLAN of Arizona Board of Directors. This might result in a brief processing delay.

EVALUATION OF PAYMENT REQUESTS

The factors that PLAN of Arizona applies to evaluate all requests for disbursement of funds include:

- Governmental rules and regulations
- The Trust Beneficiary's own assets, income and earning capacity
- Services and benefits to which the Trust Beneficiary may be entitled
- The complexity of the Trust Beneficiary's current special needs for health, educational, social and other services
- Current and possible gaps in public services or benefits
- The Trust Beneficiary's future needs
- The amount of funds in the Trust Beneficiary's account
- The sufficiency of documentation accompanying the request

Note: We review each request individually. Approval of a request for disbursement for an item or service one time does not mean that it will be approved again.