



Promising Practice

Use Contingency Management to Collect Client Fees

Problem

Clients do not pay their fees, particularly when they have past due amounts, reducing potential revenue.

Solution

Institute a contingency management program to provide an incentive for clients to pay their fees.

Featured Stories

[CAP Quality Care](#) of Westbrook, Maine reclaimed \$2000 in overdue balances for Opioid Treatment by instituting a contingency management program for clients who made payments on back balances or current fees. Everyone who makes a payment is entered into a monthly drawing for a \$25 gift card to a local restaurant or department store.

Lessons Learned

- Using contingency management to encourage clients to pay fees helps prevent them from withdrawing from the program for financial reasons.

Tracking Measures

Cycle Measure

Percentage of client fees and co-pay dollars charged that are collected.

Data Collection Form

None

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- [Increase Collection of Client Co-pays](#)
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