

Late Fee Policy

1. Purpose

The purpose of this late fee policy is to ensure timely payments for services rendered by Paramount Home Care Services, LLC and to maintain a consistent and reliable operation for the benefit of all clients and staff.

2. Scope

This policy applies to all clients receiving personal care services from Paramount Home Care Services, LLC.

3. Payment Terms

- Invoices for services are issued on the 1st of each month for the following month's services.
- Payment for services is due prior to services being rendered.
- Payment is due within 15 days of the invoice date.

4. Late Fee Assessment

- Payments not received by the 15th day after the invoice date will be considered late.
- A late fee of 5% of the outstanding balance will be added to the client's account on the 16th day.
- An additional 1% late fee will be added for each subsequent week the payment remains unpaid.

5. Notification Process

- Clients will receive an initial reminder notice on the 10th day after the invoice date.
- A second notice will be sent on the 16th day, informing the client of the late fee assessment.
- If payment is still not received by the 30th day after the invoice date, a final notice will be issued, and services may be suspended until the outstanding balance is paid in full.

6. Dispute Resolution

- If a client disputes a charge, they must notify Paramount Home Care Services, LLC within 5 days of receiving the invoice.
- Disputed charges will not incur late fees until the dispute is resolved.
- If the dispute is resolved in favor of the client, any assessed late fees will be waived.
- If the dispute is resolved in favor of Paramount Home Care Services, LLC, the client must pay the outstanding balance and any applicable late fees within 5 days of resolution.

7. Payment Arrangements

- Clients experiencing financial difficulties may contact Paramount Home Care Services, LLC to discuss alternative payment arrangements.
- Alternative arrangements are subject to approval and must be documented in writing.
- Late fees may be waived or adjusted at the discretion of Paramount Home Care Services, LLC based on the client's circumstances and payment history.

8. Enforcement

- Consistent failure to adhere to payment terms and late fee policies may result in the termination of services.
- Clients with outstanding balances will be responsible for any collection costs incurred by Paramount Home Care Services, LLC, including legal fees.

9. Exceptions

- Exceptions to this policy may be made at the discretion of the management of Paramount Home Care Services, LLC in cases of hardship or other extenuating circumstances.

10. Policy Review

- This late fee policy will be reviewed annually and updated as necessary to ensure its effectiveness and fairness.

By receiving services from Paramount Home Care Services, LLC, clients agree to adhere to this late fee policy. For questions or concerns, please contact our Executive Director at 317-300-4416.

HOME CARE SERVICES

This policy is effective as of 01/01/2025.