



## Best Practices Guideline Suggestions

### Billing Practices

- **ALTCS Pending**
  - ALTCS pending is determined at the time of move-in when the resident pays a discounted amount to an assisted living home until ALTCS has been awarded to the resident.
  - After move-in, the Referring Agency will invoice the home one time for \$1000 or 50% of the agreed upon fee (whichever is less). If, after 60 days the resident has not been approved or awarded ALTCS benefits, the balance of a full fee will be invoiced and collected by the Referring Agency.
- **Hospice Care in Assisted Living Homes**
  - **Private Pay-** When a private pay resident or client is receiving non-palliative care hospice services at the time of move-in or is referred to and placed on hospice care within the first 7 days after move-in, the Referring Agency will invoice the assisted living home 25% monthly for four months rather than the standard 50% for two months.
  - **ALTCS Pending-** If a resident or client is ALTCS pending; the fee is divided into two equal payments and invoiced over two months due to the discount already extended.
- **Respite Care**
  - **Respite Residents-** “Respite” is defined as a pre-arranged and agreed upon condition of the referral and move-in, at the time the resident moves into a home or center. The stay is typically deemed “respite” when it is 30 days or less, but may be longer. Stays can be treated as successive “respite” stays if each duration is known to be possibly temporary.
    - **Assisted Living Homes-** If the stay is less than 30 days, an invoice for 25% of the total charges will be issued after the “respite” stay is completed. If the stay lasts beyond 30 days, an invoice for 25% of the total charges will be issued at the end of each 30 day “respite” care period. If the resident remains after three months of “respite” care is completed, invoiced, and paid for, the home will be invoiced for the remaining balance of a typical placement fee.
    - **Respite Residents, Centers-** As residents sometimes extended “respite” stays for financial reasons, the definition of “respite” can vary in a center. Because of this, there is no additional fee charged to a center if a resident’s “respite” stay extends past 30 days.
  - **Permanent Residents-** A “permanent” resident is defined as a resident becomes “permanent” in a center when they pay a community fee and in a group home when they sign the residency agreement that does not include a limited window of residency.

If a resident becomes "permanent" after a period of “respite” anytime within 12 months of the initial “respite” care, the Referring Agency will invoice the home or center for the full fee LESS any “respite” fees previously paid to the Referring Agency.



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### Refunds

- **Private Pay Clients-** If a client or resident passes away unexpectedly during the first 60 days AND a home or center presents evidence of refund to the family, the Referring Agency will refund 50% of what was refunded by the home or center to the family (excluding any refundable deposits due) UP to 50% of what was paid to the Referring Agency in that month. Refunds by the Referring Agency will be made within 30 days of the presentation of the evidence.
- **Hospice Fees-** In the case of hospice fees, the refund policy for private pay clients stated applies.
- **ALTCS Pending Clients-** If a client or resident passes away unexpectedly and discounted fees have been paid and collected, there are no refunds due by Referring Agency to the home or center.
- Referral agency will reclassify placement as a respite fee at 25% of the monthly rate and refund home any difference they had previously received in the event of death or if resident leaves for reasons other than dissatisfaction with care received in first 60 days after move in.

### Multiple Agents Representing a Single Resident

- In the event that an AL home or center receives a lead that they had received previously in last 12 months, the AL home or center will notify both agencies and offer 50/50 split immediately and request both agents to agree to terms.
- AL homes and centers are encouraged to take leads only from authorized decisions makers or agencies that are authorized by the decision maker.
- If two referral agents have represented the resident, then agents are encouraged to have an equitable split.
- Disclosure statement family ultimately chooses by authorized/decision maker