



“WELCOME GUIDE”

623 Hamacher
Waterloo, Illinois 62298
618-939-3488
www.oakhillmonroecounty.com

Your Hometown
Rehabilitation Center



Oak Hill voted Best Nursing Home by U.S. News for 3rd year in a row

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Revised: 8/19/2015

Welcome!

Our Mission Service & Devotion to Mankind

At Oak Hill, we are committed to providing quality services in a secure, supportive, and home-like environment. We make a positive difference in the lives of others by providing quality care with compassion since 1951.

The staff at Oak Hill welcomes you to the care of our family. Thank you for placing your trust in Oak Hill. Our team will be working diligently to preserve your confidence.

Our services include short-term rehabilitation, skilled nursing, & memory care. The diversity of services offered makes Oak Hill the comprehensive choice for senior care. Take time to talk to our experienced and caring staff to make your stay at Oak Hill a pleasant experience whether long term or short term.

*Welcome to Oak Hill
Your Hometown Rehabilitation Center*



Quality!

| | | | |
|--|--|-----|------------------------|
| | | | |
| | | Yes | Two stars Love e |

HISTORY OF OAK HILL

At the time the new nursing home was built the commissioners were Henry Kettler, Frank Lutman and Fred Meister. A seven acre tract of land was donated by Mr. and Mrs. Ben Stumpf. Construction began in 1949 and the building was completed in 1951 with a capacity for 64 residents. The 19 residents of the county Alms House were the first residents in February 1951. A.C. Ludwig was the first superintendent of the home and Henrietta Bauer was employed as the head nurse. Within a few months Ludwig resigned and Mrs. Bauer became the superintendent. For many years, Mrs. Bauer was the only registered nurse and was also the superintendent, dietician and purchasing agent.

When the home was first opened in 1951, the residents were charged \$94 a month. The Waterloo Republican is quoted as writing that “the old folk’s home will house three different kinds of patients. One will be those that can pay for their accommodations, the second will be those receiving public assistance such as blind and old age pensions and the third will be those inmates the county now houses and cares for.” A \$300,000 bond was issued to build the new home.

In 1949, the Public Assistance Code was passed making the relief of the indigent a function of the new county Department of Welfare. County homes were reauthorized to only care for the infirm or chronically ill and county homes were specifically forbidden from placing destitute but physically healthy persons in county homes. The Monroe County Welfare services served as advisors during the construction of the new home. Father Desh, the Director of Catholic Charities, with the State Department of Welfare inspected the home.

At the time of the dedication of the original facility in 1951, it was already realized that additional facilities would be needed. That first year the new facility was filled and had a waiting list. In 1953, both of the original wings of the facility were extended to include bedrooms, three porches and a recreation room. This addition allowed a total of 115 residents to be cared for. In 1958, an L shaped wing was built as a second addition for an additional 64 residents along with a dining area for 150 and a basement space which was used as a recreation and activity area. The original building was 20,250 square feet. The 1953 addition added another 9000 square feet and the 1958 addition added another 20,000 square feet. After the 1958 addition, MCNH had the ability to care for 136 residents with changes in state laws.

MCNH has served as a training site for many individuals over the years. Mrs. Bauer trained nurses and many nurses’ aides during her administration. After Mrs. Bauer’s retirement, Administrator Vera Heitman trained nurse’s aides and this tradition was carried on by Joanne Dietz, Sandy Baum, Lorraine Hoffman, and Donna DeWilde. The nursing home has also served as a clinical site for training for Beck Vocational School and SWIC.

Of course, MCNH could never have been successful without the dedicated staff that has served throughout the years. The nursing home has served as a major source of employment and for several years employed the greatest number of individuals in Monroe County.

In 1971, a new wing was built that would accommodate an additional 84 patients with four private rooms and 40 semi-private rooms. Every 2 rooms shared a bathroom. With this new addition MCNH could care for 225 residents and was the largest facility of its kind in the State of Illinois.

The new addition included a dining room, beauty shop, therapy area and a new kitchen and laundry area in the basement. The monthly charge was \$404 per month.

In 1983, a chapel was dedicated in the basement area. Pastor Wehrenberg dedicated the chapel. He was very instrumental in the creation of this chapel area.

The facility received another face lift with the addition of a canopy in 1989.

In 1992, a new elevator was dedicated and the sign on Moore Street was added which included a tribute to Mrs. Bauer.

In 1992, Dr. Jost was honored for 50 years of service. Dr. Jost started at the Alms house in 1942 as the county physician and later became medical director at the nursing home. He retired in 1986.

On December 1, 2006 Monroe County Care & Rehab Center moved to their brand new facility, Oak Hill, located at 623 Hamacher Street, Waterloo, Illinois.

In 2011, Oak Hill celebrated 60 years of service to the residents of Monroe County.

On June 8, 2011, the Gazebo Garden including a fish pond and walking path was dedicated.

In October, 2012 Gracie's Garden was developed by the generosity of donations to improve the garden area from the Gracie Garden funds and other donors. The Oak Hill Endowment Association provided the canopy for the garden to allow for a shady area for residents to visit with their families.

We are very grateful to the Endowment Association for the purchase of our 2nd handicap accessible bus in 2013. We have been able to add additional outings for all residents.

Residents, families and staff are excited about the completion of our Community Walking Trail with exercise stations and a pavilion in the fall of 2014. A playground was also added for residents to enjoy time with their grandchildren.

COMING NEW IN 2016 – A new addition for short term rehabilitation after an acute illness or surgery. It will include 13 private rooms with private showers. Watch for the progress.

Endowment Foundation and Memorials

The Memorial Endowment Association was established as a testimony to the relationships we develop with the families who entrust their loved ones to us. The community members appointed to the Endowment Association volunteer their time to provide oversight for the uses of donated funds to Oak Hill and Magnolia Terrace.

All money donated is used to purchase something that will benefit the residents. There are no administrative costs. Some choose to donate for a particular project while others may leave money through their will or as a donation and choose to only have the interest from their donation used to purchase items.

Contact Kim Keckritz at 618-939-3488 if you are interested in making a difference in our resident's lives with your charitable donation.

There are a number of ways you can make a difference:

- *General Donation*
- *Memorial Donations that honor a loved one with a tribute or memorial*
- *Voris Fund – Assists those with a financial need to provide them with the “Extras” that they do not have the funds to purchase*
- *Activity Donation – Enhance the social programs for residents*
- *Comfort Care Fund - Emotional, Spiritual, and Psychological items for resident families that are sitting with their loved one during their last days.*
- *Project Donations*
- *Planned Gifts*
- *Gifts of Stock*
- *Wills*
- *Annuities*

Items made possible through donations to the Endowment Foundation:

- *Our Chapel*
- *Arbor Court Pavilion*
- *Canopy over Gracie's Garden*
- *The Gazebo*
- *Our new bus*
- *Fountain in the front of the facility*
- *Soft Serve Ice Cream Machine*
- *Wireless Internet (WiFi)*
- *A Walking Path*

Getting to Know Us....

On behalf of the management and staff at Oak Hill, we welcome you. Your welfare and comfort are our first concern, and we ask that you and your family feel free to bring any questions, suggestions or problems to us at any time. We have prepared the following policies and procedures that we follow and that govern and help clarify the rights and responsibilities of our residents. Please read this booklet carefully and let us know if there are any items that require further explanation.

Kim Keckritz, Administrator
Christy Brinkmann, Community Service Director
Zoe Weakly, Director of Nursing
Greg Badger, Assistant Director of Nursing
Julia Olszewski, Director of Whispering Pines Memory Unit
Jennifer Allard, Resident Care Coordinator
Janice Keim, Infusion Coordinator/Care Plan Nurse

**Joni Suemnicht, Care Plan Nurse
Rebecca Schrauth, Social Services Director
Litney Hick, Dietary Director
Shirley Stafford, Activity Director
Elizabeth Smith, Business Office Manager
Brenda Miller, Health Information Services
Dan Borisuk, Environmental Director
Judy Rabberman, Laundry Supervisor
Eileen Boxx, Housekeeping Supervisor**

ADMISSION

We prefer to meet with you and/or your family member prior to admission. At this initial meeting, we will answer any questions about our services.

It is the policy of Oak Hill to admit and to treat all residents without regard to race, color, national origin and physical disabilities.

We must have the following on file in our business office (any and all of which are applicable):

**PICTURE IDENTIFICATION
POWER OF ATTORNEY PICTURE IDENTIFICATION
MEDICARE CARD
SOCIAL SECURITY CARD
INSURANCE CARD(S)
PRESCRIPTION CARD(S)
LONG TERM CARE INSURANCE CARD & POLICY
DURABLE POWER OF ATTORNEY
HEALTHCARE POWER OF ATTORNEY
POWER OF ATTORNEY FOR PROPERTY
LIVING WILL
GUARDIANSHIP**



Room Rates

**ARBOR COURT
Skilled & Intermediate Nursing Facility**

**COTTONWOOD
SYCAMORE
HICKORY
MAPLE**

SEMI-PRIVATE ROOMS

\$179.00 per day

| | |
|----------------------|-------------------------|
| T-ROOMS | \$185.00 per day |
| PRIVATE ROOMS | \$211.00 per day |

WHISPERING PINES
Dedicated Alzheimer's Unit

CEDAR LANE
SPRUCE LANE

| | |
|---------------------------|-------------------------|
| SEMI-PRIVATE ROOMS | \$204.00 per day |
| PRIVATE ROOMS | \$215.00 per day |

Effective December 1, 2015



**Schedule of Charges
Effective
January 1, 2016**

Medical/Nursing Supplies

| | |
|--|----------|
| Air Pressure Relieving Mattress (per month) | \$ 20.00 |
| Injections (per injection) | \$ 0.63 |
| Diabetic Test Strips (10) | \$ 9.60 |
| A & D Ointment (per tube) | \$ 4.59 |
| Calmoseptine Cream (per tube) | \$ 11.84 |
| Eucerin Cream (per tube) | \$ 9.93 |
| Hydrocortisone Cream (per tube) | \$ 15.65 |
| Brief Bariatric 2XL (10) | \$ 11.10 |
| Brief Large Night Time (10) | \$ 10.00 |
| Brief Perfect Fit Regular (10) | \$ 5.70 |
| Brief Perfect Fit XL (10) | \$ 7.60 |
| Brief - Large (10) | \$ 6.30 |
| Brief - Medium (10) | \$ 5.40 |
| Brief P.M. - Medium (10) | \$ 7.50 |
| Brief P.M. - Large (10) | \$ 10.00 |
| Pull on Brief - Large (10) | \$ 7.20 |
| Pull on Brief - Medium (10) | \$ 6.50 |
| Pull on Brief X Large (10) | \$ 9.30 |
| Pull on Brief XX-Large (10) | \$ 11.00 |
| Bladder Scans (1 scan) | \$ 25.00 |
| Bladder Scans (Series of Scans) | \$100.00 |

Respiratory Supplies

| | |
|-------------------------------------|---------|
| Concentrator (per day) | \$ 8.00 |
| Portable Oxygen Refills (per pound) | \$ 1.12 |
| Oxygen Tubing (per item) | \$ 2.50 |
| Nebulizer Treatment (per treatment) | \$ 7.00 |

Laundry Services

| | |
|--|----------|
| Laundry Service | Included |
| Name Labels (per item) required | \$ 0.35 |

Guest Meals

| | |
|---------------------|---------|
| All Meals | \$ 3.00 |
| Dessert Ticket Only | \$ 1.00 |
| Holiday Meal | \$ 5.00 |

*** This is not an exhaustive list, but does contain our most frequent charges. Charges are subject to change, based on supplier rate changes.

Safety

| | |
|-------------------------------------|---------|
| Tab Monitor (per month) | \$10.00 |
| Chair Alarm (per month) | \$17.00 |
| Bed Alarm (per month) | \$20.00 |
| Landing Strip/Floor Mat (per month) | \$15.00 |
| Home Free Monitor (per month) | \$35.00 |
| Geri-Sleeve (1 pair) | \$20.66 |
| Heel Float Pair (per month) | \$10.00 |

Devices (Only Items Available for Purchase)

| | |
|------------------------------------|---------|
| Walker (per month) | \$17.00 |
| Wheelchair (per month) | \$45.00 |
| Rock 'N Go (per month) | \$60.00 |
| Cushion - Air (per month) | \$ 7.00 |
| Cushion - Gel & Waffle (per month) | \$15.00 |
| W/C Cushion (per month) | \$12.00 |
| W/C Roho Cushion (per day) | \$ 1.50 |

Therapy Services

| | |
|---|----------|
| Hot/Cold Pack (per 15 min) | \$ 7.00 |
| Restorative Assessment Fee | \$25.00 |
| Restorative Rehabilitation Program | Included |
| Rehabilitation Program - PT/OT (per 15 minute session) | \$12.00 |

Nutritional Supplements

| | |
|----------------------------------|--------------|
| Healthshakes (per item) | \$ 0.70 |
| Magic Ice Cream (per item) | \$ 2.84 |
| Orange Resource Daily (per item) | \$ 1.32 |
| Cranberry Concentrate (per item) | \$ 4.62 |
| Two-Cal Supplement (per item) | \$ 1.26-3.72 |

Personal Supplies

(Can bring in preferred items)

| | |
|--------------------|---------|
| Toothpaste | \$ 2.25 |
| Toothbrush | \$ 0.60 |
| Facial Tissue | \$ 2.92 |
| Body Lotion | \$ 4.60 |
| Comb | \$ 0.12 |
| Denture Cup w/ Lid | \$ 0.68 |
| Deodorant | \$ 0.83 |

Physicians on Staff at Oak Hill

Dr. Amy Rohlfig
325 Spring
Red Bud, Illinois 62278
618-282-7373

Dr. Sean Lattimore
509 Hamacher
Waterloo, Illinois 62298
618-939-2273

Dr. Jay A. Pickett
509 Hamacher
Waterloo, Illinois 62298
618-939-3939

Dr. Meechai
224 Bradford Lane
PO Box 170
Waterloo, Illinois 62298
618-939-8648

Dr. Michael Kirk
509 Hamacher
Waterloo, Illinois 62298
618-939-2273

Dr. Carrie Daigle
509 Hamacher
Waterloo, IL 62298
618-939-2273

Dr. Pichet
224 Bradford Lane
PO Box 170
Waterloo, IL 62298
618-939-8648

NURSE PRACTITIONERS

Tracy Hasler, MSN, ANP-C
Board Certified Adult Nurse Practitioner
509 Hamacher
Waterloo, IL 62298
618-939-3488

Susie Tuttle ANP
Board Certified Adult Nurse Practitioner
Wound Care Nurse
325 Spring
Red Bud, IL 62278
618-282-7373

DENTAL

Resi-Dent Mobile Care
888-384-8996

EYE CARE

Outreach Eye Care

PODIATRIST

Dr. David Weik
314-882-6815

NOTE: Contact information for your primary physician & specialists are also on your personal face sheet in your medical record. Please see your nursing staff, care plan nurse, or social service for assistance.

Rehabilitation Services at Oak Hill

- Around-the-clock licensed nursing staff providing person centered care.

- Board certified geriatrician to oversee the program
- Certified wound care nurse
- Limited IV medication administration (See the Admissions Coordinator for the list of available medications & procedures)
- On-site diagnostic services
 - ❖ X-rays
 - ❖ Laboratory testing
 - ❖ EKGs
 - ❖ Echocardiograms
 - ❖ KUBs
 - ❖ Doppler testing
 - ❖ Modified Barium Swallow test
- Therapy Services: offered six days a week to get you on the fastest road to recovery
 - ❖ Physical Therapy
 - Improve mobility/transfers
 - Fall Management
 - Balance Training
 - Pain Management
 - ❖ Occupational Therapy
 - Self-care skills such as eating, dressing and bathing
 - Home management skills
 - Home safety assessments
 - Urinary incontinence and pelvic floor retraining
 - ❖ Speech Therapy
 - Aphasia (Communication) Therapy
 - Dysphasia (Swallowing) Therapy
 - Cognitive Therapy
 - Onsite Modified Barium Swallow Testing
 - Onsite Vital Stem Therapy
- 7 day/week admissions
- Out-patient physical, occupational, and speech therapy

Services at Oak Hill

- Medicare and Medicaid certified
- Wellness programs – onsite wound care, foot care, dental care & eye care
- Urinary incontinence program
- Memory Care Unit – specializing in dementia related diseases

- Palliative care programs offered by Oak Hill staff
- Hospice contracted services
(See Admissions or Social Services for approved providers)
- Uvanta pharmacy services
- RN's, LPN's, and Certified Nurse Assistants
- Full time social worker with Bachelor of Social Work
- Full time registered dietician – customizes your nutritional needs
- Leisure activities, entertainment and religious services lead by a certified activity director
- On-going training for all staff
- Open visiting hours 24 hours a day
- Resident council
The resident council is one of the resident's means for sharing, expressing, representing, and securing their place in their home. Our resident council meets monthly to discuss ideas, issues, and concerns.

Features Available At Oak Hill

- Private and semi-private rooms
- State of art, noise-free call system
- Restaurant–style dining
- Private dining room for celebrations and business meetings (upon reservation)
- Multi-passenger bus for scheduled outings, shopping and trips
- Chapel with scheduled multi-denominational religious services including communion & rosary
- *Chez LaRue* gift shop and ice cream parlor
Our gift shop offers toiletries, snacks, homemade crafts and gift selections.
- “Silver Sheers” beauty salon
- Living room with fireplace
- Complimentary personal laundry service, housekeeping and maintenance
Laundry will be done by the facility upon request
- Wireless Internet (Wi-Fi) – available to residents and guests
- Telephone and cable ready
Arrangements can be made with the local phone company for personal phone & cable TV service.
- Bird aviary
- Gazebo with garden and walking path
- Outside pavilion available for family gatherings (upon reservation)
- Warm blankets, lap covers, and towels from our blanket warmer
- Beautifully landscaped grounds featuring outdoor gardens, pavilion, & patios
- Volunteer program

“SILVER SHEERS” BEAUTY SALON



Barb Goldschmidt's Hours:

Monday: 8:30 am - ??
Wednesday: 8:30 am - ??
Thursday: 8:30 am - ??

Carmen Kohler's Hours:

Tuesday: 8:30 am - ??
Wednesday: 8:30 am - ??

Alice Rodgers' Hours:

Monday: - 8:30 am - ??
Thursday - 8:30 am - ??

Weekends are by appointment only

Call 939-3488, ext. 1135 to schedule an appointment.

PRICING:

| | |
|-----------------------------|----------------|
| Haircut | \$13.00 |
| Shampoo and Set | \$13.00 |
| Perm | \$50.00 |
| Permanent Color | \$40.00 |
| Special Color | \$60.00 |
| Shampoo Only | \$ 7.00 |
| Color, Cut & Set | \$50.00 |



Resident Property

We are committed to maintaining a safe, secure environment in which your personal items are protected from theft or accidental loss as fully as possible. We recognize and protect your rights to keep and use

personal items, as space permits. We do not, however, assume any responsibility as an insurer or guarantor of your property.

We encourage personal possessions from home, such as TV or radio, pictures, lamp, etc. to make the room as homelike as possible. Please **DO NOT** bring plastic waste receptacles for resident's rooms. Personal property should be marked (we can assist with this). Items such as eyeglasses, hearing aids and dentures are to be kept in an appropriate container when not in use. Please see social service to assist with marking glasses and dentures. Please **DO NOT** hang items on the wall. Our maintenance staff will assist you with hanging items. **DO NOT** bring in any extension cords. There are safety requirements that the facility must maintain.

Inventory Record

Upon admission, our nursing staff will assist you in completing an inventory list. The inventory list should be signed and dated. Items brought in at a later date should be added to the inventory list. Items removed should be removed from the inventory list and initialed by you and/or responsible party. The inventory list will be kept in your chart.

We appreciate your help with keeping our *inventory records* up to date regarding your belongings.

Valuables

Items of significant value e.g. valuable jewelry or works of art should **NOT** be kept in our facility unless prior arrangements for safekeeping have been made. It is recommended that you keep no more than \$3.00 on your person. You have access to a Resident Trust Fund for safekeeping of your money. (See page 21)

Clothing

We do encourage you to dress during the day. Please bring appropriate comfortable clothing – whatever you normally wear when up during the day and sleeping in at night.

We suggest at least 5 changes of clothes. Please bring clothes that launder well (Example: Avoid wool). We also suggest sturdy shoes (non-skid soles), tennis shoes are ideal.

All clothing **MUST** be marked. The cost for the label is 35 cents including ironing the label on by our staff. If your family is doing your laundry, the clothes must still be marked with our iron on labels.

Your laundry will be done by the facility upon request; however, the facility is **NOT** responsible for replacement of clothes including non-washable articles (woolen articles, lingerie, prostheses, etc.) or items requiring line dry. Purchase and replacement of clothing items is your responsibility. In the event that you are missing laundry, please contact the laundry director to assist you in locating the items.

Please bring an airtight container if the family will be doing your laundry.

Warm Blankets

You have access to warm blankets, towels or lap covers from a Blanket Warmer upon request. The warmers are located in the spa rooms on Arbor Court and Whispering Pines. Please see your nursing staff to access these items.

Resident Care Conference

We schedule regular resident care conferences where you, your family, if desired, and Oak Hill's interdisciplinary team meet to discuss your progress towards achieving and maintaining your highest level of independence and well-being. Our team is comprised of a representative from our nursing, dietary, social services, recreation, and therapy departments.

The initial care conference is held within twenty-one (21) days from admission to identify needs and to determine a plan of care. After that, conferences are held at least every three months to evaluate your progress and update your plan of care. Contact information for your primary physician & specialist(s) are available to you & your family upon request at these meetings.

Support Groups

In partnership with the Alzheimer's Association, Oak Hill holds a monthly support group meeting. Anyone who has a loved one with dementia is welcome to attend this group. The Social Service Director can assist you in locating additional community support groups upon request.

Advance Directives

At Oak Hill, we believe that you have the right to make decisions about your medical care, including your right to accept or refuse medical or surgical care. At the time of your admission, our Social Service Director will inquire whether or not you have already established your advance directives. A copy of your advance directives will be placed in your medical record. In the event you do not have these documents and would like to complete, our Social Service Director can also assist in completing these documents. A full copy of Oak Hill's Advanced Directive Policy is available upon request.

Advanced Directives may include – Living Will, Durable Power of Attorney, Medical Power of Attorney, and POLST (Physician Orders for Life Sustaining Treatment).

Short Term Stay Residents

Upon discharge home you must leave by 11:00 AM. After 11:00 AM you will be charged the daily room and board rate unless other arrangements have been made.

Visiting Hours

You are welcome to have your family and friends visit anytime. The lobby is open to access from 6 am to 8 pm (Monday – Friday) and 10 am – 6 pm (Saturday and Sunday). Please press the assistance button in the foyer to alert the nursing staff of your desire to have access into the building at any other time.

Married Couples

When married residents live in the same facility and both spouses consent to the arrangements and the physician has no prohibitions for medical reasons, you have right to share a room.

Physician Visits

Regulations require that all new residents must be seen by a physician every 30 days for the first 90 days and every 60 days thereafter. A list of available physicians can be found on page 9 that have medical privileges at Oak Hill.

Oak Hill has a Medical Director who assists in coordinating our clinical services, authorizes resident care policies and acts as a liaison between Oak Hill and the medical community. If your personal physician can not be contacted in an emergency situation, our Medical Director can provide care until your physician (or their alternate) can be reached.

Psychiatrist, Dental, Eye, and Podiatry Services

Oak Hill has an agreement with a psychiatrist, optometrist, and podiatry services. You will be responsible for the cost of these services. The Resi-Dent Dental Program is available to you (See social service to register) Transportation to appointments outside the facility is the responsibility of family members. If necessary, social service will attempt assist in obtaining alternate arrangements.

Dietary

Your dining experience at Oak Hill is very important to us. It is also a time to talk about your day and socialize with your friends. Our staff will work with your physician to meet any special dietary needs you may have.

A menu is posted in several areas throughout the building. The meals served must comply with physician's orders. Your food preferences are honored and substitutions are available.

Dietary needs are coordinated by an onsite registered dietician to provide our residents with freshly prepared nutritious meals. The dietician also completes ongoing evaluations of dietary needs including monitoring weight gain and weight loss.

Your family or guests may join you for a meal at a modest charge. You may purchase a meal ticket at our receptionist desk.

If your family or friends want to bring you a special treat, we ask them to check with the charge nurse regarding any special dietary needs you might have. We request that the food be in an air-tight container with your name and date.

You also have the pleasure of enjoying ice cream from our soft serve ice cream machine on a regular basis. It is portable and is able to be moved to each of the dining rooms for all to enjoy.

Housekeeping

Your room is cleaned routinely with specific tasks completed on a daily and weekly basis. However, if you notice furnishings, walls, floors, or equipment that needs to be cleaned or repaired, please notify the Housekeeping Director. Nursing staff will also assist with your bed linens as needed.

Use of Restraints

You have the right to be free of restraints. Even though some view restraints as a way to prevent injuries, they often can create additional complications in your care. Devices used for positioning are not considered restraints. Restraints will only be used if medically necessary and less restrictive measures have been tried and unsuccessful.

Psychotropic Medications

Oak Hill's goal is to ensure that you shall not be given unnecessary medications. Psychotropic medication includes medications that are antipsychotic, antidepressant, anti-manic or anti-anxiety for behavior modification or behavior management purposes. These medications to change your mood or how you think

can only be given with your/POA permission. If you use anti-psychotic medications, you will receive a gradual reduction and behavior interventions, unless clinically contraindicated, in an effort to discontinue these medications. All residents being assessed for admission to Oak Hill will need to have documentation demonstrating appropriate diagnoses for the psychotropic medications that they are taking.

1:1 Sitter Services

Oak Hill is **NOT** able to provide 1:1 sitters for residents that have high fall risk or behaviors. In the event that your condition warrants close observation and your family is unable to provide these services, you will be referred to social service for a list of private duty agencies that can provide privately hired nurses and aides to sit with you at an additional cost.

Tests

In the event an employee has an accidental direct skin or mucous membrane contact with your blood or bodily fluids, which is of a nature that may transmit HIV and Hepatitis B, appropriate blood tests will be performed with the consent of your doctor or medical director. Written informed consent is not required from you or your family.

TB testing is mandated by the Illinois Department of Public Health (IDPH) and will be required for all admissions under the guidelines provided by the centers for disease control and IDPH.

Recreation

Our activity program has something for everyone. We encourage involvement in our activities. Our activity staff also works with residents who are not able to participate in regular programming. There are many options for social, religious, and community activities that are available. A monthly activity calendar is available to all residents/families and is posted throughout the building and on our website.

We are very interested in your previous lifestyle. Please fill out the “Life Story” you received upon admission. The only information that staff usually receives on a new resident is medical, or pertains to physical care. The LIFE STORY is especially helpful to the staff when they are caring for someone new. A relationship is begun with the new resident when this information is shared.

Newspapers

If you would like your own personal copy of the newspaper delivered to the facility, please make arrangements directly with the newspaper. The activity staff will deliver the newspaper to your room. ***Staying Connected (Mail, Newsletters, and Photos)***

Mail is delivered from the Waterloo Post Office. Your mail will be delivered to you by our activity staff. With the advancement of technology, you can also receive mail via e-mail through our website (www.oakhillmonroecounty.com). An activity staff member will deliver the letter to you. If you have outgoing mail, you may bring it to the receptionist desk for delivery to the Post Office. Assistance is available, upon your request, to assist with opening and reading mail to you.

The “Oak Hill Insider” is published monthly for you. Families can receive a mailed copy or email version. Newsletters are also posted monthly on our website.

Please keep track of upcoming events by:

- Checking our website calendar at (www.oakhillmonroecounty.com)
- Following us on Facebook (<http://www.facebook.com/oakhillmonroecounty>)

Complimentary pens, paper and envelopes are available to you at the reception desk. Postage is available for purchase at the rate set by the U.S. Postal Service.

Address

To ensure that your mail is promptly delivered, please use the following address:

Your Name
Oak Hill
623 Hamacher
Room #
Waterloo, Illinois 62298

Telephone

If you would like to have a personal phone in your room, you or your family may contact Harrisonville Telephone Company in Waterloo. The monthly bills must be sent directly to you or your responsible party. If you should move to a different room, it is your responsibility to pay any additional installation fees. You are allowed to use your cell phones if you choose to not go with a land line.

You also have access to telephones in the Arbor Court Living Room, Business Conference Room, Arbor Court Care Plan Room and Reception area. If additional privacy is indicated, you can discuss with your nurse to gain access to a facility portable phone.

Complimentary Wireless Resident & Guest Access

You and your guests can access your electronic internet devices with the below information at no additional fee.

User ID: OAK HILL GUEST
Password: acwpm+2010

Televisions

All rooms have access to basic channels with our antenna. If you have an older style television, you may need a converter box to get reception. If you would like to connect to the Oak Hill IP/TV System to receive extended channels, please go to the reception desk to sign up. Residents will receive a monthly charge of \$20.00 either on their monthly statements or withdrawn from their resident trust per their preference. Residents wishing larger satellite packages can contact Harrisonville Telephone Company to discuss available options. **DO NOT** bring in any extension cords.

Transportation

You and your responsible party are responsible for your transportation needs. If transportation is required for a doctor's appointment or some other type of healthcare appointment there is rarely reimbursement for this service. If charges are incurred, it is your responsibility to have the appropriate payment available at the time of the transportation. If you are unable to attend the appointment alone, a family member or friend

is responsible to accompany you. If you are in need of wheelchair accessible transportation, please see the Social Service Director for an updated list of providers.

If you are being discharged back to Oak Hill after a hospitalization, Medicare will not cover the cost of transportation unless there is **MEDICAL NECESSITY**. The arrangements for this transportation are usually made by the discharge planner at the hospital and the family is not always notified if the transportation services are not covered. Oak Hill does not make the arrangements for return transportation from hospitalizations. If Medicare does not cover the service, you have the option to have your family transfer you back to Oak Hill by car or the hospital discharge planner can arrange for a wheelchair van at a lower cost.

Alcoholic Beverages

You may enjoy alcoholic beverages during your stay at Oak Hill. We will mark your beverages and keep them in our resident designated refrigerator. We must have a physician's order to safeguard against possible complications with your medical condition/treatment.

Chez LaRue Gift Shop & Ice Cream Parlor

Our gift shop is run completely by volunteers. The shop offers toiletries, drinks, candy, snacks, homemade crafts, gifts, jewelry. You have access to free greeting cards for all their special occasions. The gift shop is open a variety of hours throughout the week. In the event you find it closed, see the receptionist to assist you with your shopping needs. During the summer months, the Arbor Court Activity Department coordinates the Ice Cream Parlor. You can enjoy complimentary hand dipped ice cream during the summer months on Monday-Wednesday-Friday afternoons. Staff and guests are also able to enjoy for a nominal fee. All proceeds of the gift shop and ice cream parlor go to benefit the activities and environment. Proceeds from the gift shop have allowed for the front gazebo and fish pond to be built for your enjoyment. Gently used items are always welcome to add to the gift shop for you to be able to enjoy shopping. Please consider stopping by for that little something special.

Pastoral Care

You have a right to participate in the religion of your choice, and to receive visits from the clergy of your choice. If you would like assistance in contacting a church or clergy member to receive visits or spiritual counseling you may contact social service or activity staff for assistance.

Oak Hill Bed Hold Policy

Private Pay Residents:

When you are hospitalized, you will continue to be charged for room and board at the full rate in order to ensure that you have a room upon discharge from the hospital, unless we are notified by the responsible party to release the room. Resident/Responsible Party shall notify Oak Hill Social Service Director, the Admission Director, or the Charge Nurse if you do not wish to hold the bed. If notice is not received within 24 hours after transfer, the bed will automatically be held and charges will continue to accrue.

If the resident is discharged because a decision is made by the resident or family **not** to hold the bed, all belongings shall be removed from the room and held in safekeeping at Oak Hill for 7 days. After 7 days, the administrator may dispose of such belongings.

Medicare Residents:

Medicare DOES NOT pay for holding a bed. The resident/responsible party has the option to pay a bed hold at the daily rate. If the resident/responsible party makes a decision not to pay the bed hold, all belongings shall be removed from the room immediately.

Illinois Public Aid Residents:

Hospitalization Bed Hold: The Illinois Nursing Home Act requires a nursing facility to hold a bed for a maximum of ten (10) days when a resident is hospitalized. Oak Hill will hold a bed (not necessarily that specific bed) On the 11th day there is no requirement to hold a bed but the resident is still a resident and should receive the next available bed when he/she is ready to return even if there is a waiting list.

Beyond the ten (10) days the resident or responsible party has the option to pay the daily rate to reserve the same bed/unit. If the resident or responsible party chooses not to pay the daily rate to reserve the bed, you will be readmitted to this facility on a priority basis to the first available semi-private bed, if you still require the services of the facility and are eligible for Medicaid to pay for those services.

Therapeutic Leave: The Illinois Medicaid Plan **DOES NOT** require under the Nursing Home Care Act to hold a bed for ten (10) days during a therapeutic home visit. However, the resident is still considered a resident and must be given the next available bed when they are ready to return even if there is a waiting list. Oak Hill will immediately re-admit the resident upon the first availability of a bed in a semi-private room, provided he/she requires the services provided by Oak Hill, and is eligible for Medicaid nursing facility services.

Voting

Voting in elections is important to all of us. At the time of elections, Oak Hill works with the Monroe County Clerk's Office to arrange for election judges to conduct in person absentee voting to (registered) residents at Oak Hill who wish to vote. Arrangements to change your voting address and to exercise your right to vote are handled by our Social Service Director.

Vulnerable Adult Act

Oak Hill complies with the Illinois Vulnerable Adult Act to protect our residents. Prior to admission, sex offender registries and criminal background checks are completed on each prospective resident. Residents and families have a right to ask whether any residents of the facility are identified offenders.

Oak Hill will not knowingly hire anyone who has been convicted of resident abuse, neglect, mistreatment or theft. The facility will not knowingly employ any staff convicted of the crimes listed in the Illinois Healthcare Worker Background Check Act (unless waived under the Act), or with findings of abuse listed on the Healthcare Worker Registry.

Smoking

Oak Hill is a smoke free facility. Residents and visitors are not to smoke on our property. E-cigarettes are considered smoking per Oak Hill policy. Smoking cessation aids will be offered to residents with an order from their physician. In the event the resident does not want to follow the Oak Hill policy, he/she will need to relocate to another facility that can accommodate their wishes.

Resident Safety

You have the right to receive good and safe care while staying at Oak Hill. If you, your family, or friends suspect mistreatment of a resident in our care (neglect, abuse, or misappropriation of a resident's property), please contact our Administrator **IMMEDIATELY (including weekends and evenings)**. There are flyers throughout the building with her contact information. There will be an immediate investigation. **YOUR** safety is the top priority of Oak Hill.

All such reports may be made without fear of retaliation. Anonymous reports will also be thoroughly investigated.

Notification of Change in Condition

Oak Hill will inform you or your family, consult your primary physician when there is:

- An accident involving you which results in injury and has potential for requiring physician interventions.
- A significant change in your condition
- A need to alter treatment significantly (i.e. A need to discontinue an existing treatment due to adverse reactions)
- A decision to transfer or discharge you

Private Gathering Rooms

There are multiple rooms throughout the facility that residents and families can reserve for private meetings or gatherings. The resident pavilions are also available for residents to reserve. Please see the receptionist to reserve your date.

Discharge and Transfer

We will not transfer or discharge you except for reasons sufficient and proper under applicable law. Proper grounds for transfer or discharge include, for example:

- when transfer or discharge is necessary for your welfare, and your needs can no longer be met by our facility;
- when transfer or discharge is appropriate because your health has improved to the point that you no longer needs the services provided by facility;
- when the safety or health of persons in the facility is or would be endangered by you or continuation of your stay in facility;
- when you have failed, after reasonable and appropriate notice, to pay for or to have paid under (Medicare or Medicaid) charges made by facility.
- The facility ceases to operate

We will give a Notice of Involuntary Transfer or Discharge within 30 days of your departure date, except when there is an immediate threat to the health or safety of persons in the facility; your health permits or required more immediate transfer or discharge; or you have not yet resided in facility for a period of at least 30 days. You will be discharged only upon the written order of their attending physician. If you or your responsible party specifically requests discharge without a physician's written order, a written release form must be signed.

Quality Improvement

We encourage feedback about our care and programs at Oak Hill. We are constantly making changes to provide the optimum environment for your loved one. Our leadership team makes prompt efforts to resolve concerns and look at process improvement with all feedback provided to our staff. Yearly resident surveys are conducted to examine all areas of care at the facility and make improvements.

Resident Trust

It is recommended that you keep no more than \$3.00 on his/her person. Provisions are made for handling **personal funds** in our Business Office, and they are readily available to the resident or responsible party as needed. Upon request, resident funds may be deposited and withdrawn as desired from a resident trust account during working hours (Mon-Fri 8:00 am to 8:00 pm and Sat-Sun 10:00 am to 6:00 pm). Accounting statements are available to you and/or your family quarterly. These funds will be maintained for you at a local financial institution in an interest bearing account. Resident balances over \$50.00 will accrue interest at the month end. Arrangements can be made to open a resident fund account at our business office during office hours.

At the time of death/discharge Oak Hill will apply Resident Trust funds to open nursing home accounts. If the bill is paid in full, we will then refund as appropriate. Refunds will be issued 30 days after discharge with receipt of a Small Estate Affidavit or Letter of Office. Medicaid recipient refunds will be issued to the State of Illinois based upon the guideline established by the State of Illinois. Please contact the State of Illinois Department of Human Services with questions in regards to refunds for Medicaid residents.

WHAT YOU SHOULD KNOW ABOUT MEDICARE

Medicare is a health insurance program which covers acute care, rehabilitation care in a skilled nursing facility, and home health care services for those who qualify medically. This program applies to persons who are 65 or older, people under 65 with certain disabilities, or who have End Stage Renal Disease. If you are eligible for Social Security benefits, you can qualify for Medicare. To apply for Medicare, you may contact the Social Security Administration:

Social Security Administration
650 Missouri Ave., Room 104
East St. Louis, Illinois
618-482-9220 or 1-800-772-1213

ELIGIBILITY FOR “MEDICARE A” COVERAGE IN A SKILLED NURSING FACILITY

People with Medicare are covered if they meet all of these conditions:

- You have Part A and have days left in your benefit period .
- You have a qualifying **inpatient** hospital stay .

IMPORTANT: Staying overnight in a hospital doesn't always mean you're an inpatient. You only become an inpatient when the hospital formally admits you as an inpatient – with a physician order.

- Your doctor has decided that you need daily skilled care given by, or under the direct supervision of, skilled nursing or rehabilitation staff.
- You get these skilled services in a SNF that's certified by Medicare.
- You need these skilled services for a medical condition that was either:
 - A hospital-related medical condition .
 - A condition that started while you were getting care in the skilled nursing facility for a hospital-related medical condition within the last 30 days after a skilled stay.

Even though there is a 100 day allotment per benefit period, “Medicare Part A” **DOES NOT** guarantees coverage for the full 100 days.

DOES MEDICARE PAY ME DIRECTLY?

No. Medicare pays the provider of the medical service (e.g. the hospital, skilled nursing facility, or home health care agency). The provider will send the bill to Medicare.

INTERMEDIATE CARE (CUSTODIAL CARE):

Intermediate nursing care provides residents with assistance related to the activities of daily living (ADL’S). Some examples include bathing, dressing, feeding and taking medication. Medicare does not cover the cost of intermediate care or non-skilled services if that’s the only care you need.

SERVICES & SUPPLIES COVERED BY “MEDICARE PART A” IN A NURSING FACILITY

- Semi-private room (a room you share with other another resident)
- Skilled nursing care
- Therapy (Physical, Occupational, & Speech)
- Medical social services
- Medications
- Medical supplies and equipment used in the facility
- Dietary Counseling
- Ambulance transportation (Only when other transportation endangers health) to the nearest supplier of needed services that aren’t available at the skilled nursing facility.

NOTE: Medicare Part A & Part B DOES NOT cover the following: Long Term Care (custodial care), Cosmetic Surgery, Routine Dental/Eye Care, Acupuncture, Dentures, and Hearing aids & exams for fitting.

“MEDICARE PART A” COVERAGE

Skilled Nursing Facility Days

1- 20 days
 21-100 days
 101 days

Resident Pays

Medicare pays in full.
 \$161.00 per day
 Medicare no longer pays. A new pay status is determined for each resident at such time as the resident’s Medicare benefits are used up.

PLEASE NOTE: Medicare Part A is **NOT** guaranteed for the full 100 days. Coverage applies only as long as the resident requires skilled care. (See explanations of skilled care.) These 100 days are per benefit period. A “Benefit Period” (also called “spell of illness”) is a period of consecutive days that begins with three consecutive days of hospitalization and ends when the resident has not been an inpatient of a hospital or received skilled nursing service for 60 consecutive days. A beneficiary can have more than one benefit period per year.

MEDICARE PART B

Medicare Part B is an optional part of the Medicare program subject to an annual deductible. Medicare charges a monthly premium for this coverage. Part B helps cover medically necessary doctors’ services, therapy services, outpatient care, home health services, and other medical services. Please go to www.Medicare.gov for a complete listing of Medicare Part B covered services and supplies.

MEDICARE PART D – PRESCRIPTION

What is Medicare Part D (Medicare Prescription Coverage)?

Part D is prescription drug coverage insurance that is provided by private companies approved by Medicare. You need to enroll when you first become eligible for Medicare to avoid paying a penalty cost later. Part D was designed to help people with Medicare to lower their prescription drug costs and to protect against future costs. Each Medicare prescription drug plan has its own list of covered drugs (called a formulary). A prescription drug plan will also enable you to have greater access to medically necessary drugs. Each year you have an option to make changes to your Medicare prescription drug coverage for the following year.

NOTE: Oak Hill and Uvanta Pharmacy DO NOT assist in selecting Medicare D plans for residents.

How Can You Get Part D Coverage?

There are several ways to sign up for Medicare Part D. The easiest way is to visit the Medicare website at www.medicare.gov or contact Medicare at 1-800-Medicare. If you would like assistance from someone locally, please contact your local senior site at 618-939-8880.

How Part D Works

After you join a Medicare Part D plan, you will receive a membership card and materials via mail. You will pay a co-pay, co-insurance, or deductible when you use your card.

Some Part D plans have a “coverage gap”. A coverage gap means when you have spent a certain amount of money, you are responsible for paying the entire cost of prescriptions while you are in the gap until you reach the out-of-pocket limit. After you meet the out-of-pocket obligation, you will only have to pay a small co-pay or co-insurance for the remainder of the calendar year.

If you can't afford Part D costs, you may qualify for additional help.

If you already have coverage through a previous or current employer or union, you must contact your benefits administrator before you add or change your drug coverage. Joining Part D could result in the loss of your employer or union health or prescription coverage.

Prescription medications can cost a lot of money each month. It is very important that you find a plan that will suit your budget and needs to insure that you have access to the prescription drugs you need.

ROUTINE MEDICATIONS IN A HOSPITAL OUTPATIENT SETTING

(Includes Emergency Room, Observation Stays, Pain Clinic & Outpatient Surgery Settings)

Medicare Part B generally covers care you get in a hospital outpatient setting, like an emergency department, observation unit, surgery center, or pain clinic. However, during the course of treatment in these outpatient settings, you may need your routine medications from the nursing home.

Part B generally **DOES NOT** pay for your routine medications unless they are required for the hospital outpatient services you're getting. If you get routine medications that aren't covered by Medicare Part B while in a hospital outpatient setting, the hospital may bill you for these medications. You will need to discuss these charges with the hospital/outpatient provider. Oak Hill is NOT involved with these charges.

Examples of medications not covered in these settings include: medications for diabetes, high blood pressure or high cholesterol, etc.

Oak Hill **WILL NOT** send medication cards with residents to these settings. The Resident's Responsible Party is able to pick up the medication cards and take them to the outpatient setting (**EXCLUDING NARCOTICS**). If for some reason the prescription cards are not returned to Oak Hill when the resident returns, the resident will be billed by Uvanta Pharmacy at the **FULL CHARGE** without insurance coverage.

VA Pension for Veterans/Spouses

VA Pension is a benefit to assist a wartime veteran or surviving spouse who now faces substantial medical costs due to "Non-service-connected" diseases. Generally, a Veteran must have at least 90 days of active duty service, with at least one day during a wartime period to qualify for a VA Pension. There may be financial assistance to those residing in nursing home facilities. Please contact the local VA office for assistance.

Illinois Department of Veterans Affairs

4519 West Main Street
Belleville, IL 62226
618-233-5140
www.va.gov

Resident Identity & Information Protection

In our ongoing effort to provide the best possible services at Oak Hill and protect your loved one's privacy, if you or others involved in your loved one's care call Oak Hill and request information about your loved one, you may be asked to verify the resident's date of birth including the year and your relationship to the resident. Information will only be given to family members, close friends and relatives who verify that they truly are a part of the resident's care. Every resident has a right to restrict information from such disclosure and if that request is made, we will not share information with the individual identified by the resident.

All residents that are admitted to Oak Hill will also be asked to have a photo identification maintained in their file. Oak Hill also will ask for a copy of the Power of Attorney Identification to maintain on file to assist with identification.

OAK HILL BILLING

BILLING PROCEDURES AND TERMS OF PAYMENT

Our basic daily rate is payable monthly in advance. Other charges not covered by Medicare or Medicaid will be billed at the end of the month in which such charges are incurred. Both are due within 20 days of date of invoice. **If payment is not received when due, a late payment equal to 1.5% per month (or the maximum allowable rate permitted by law, whichever is lower) will be added to the balance due as of the last business day.**

Failure of a Resident or Responsible Party to pay (or to have paid through Medicare, Medicaid, or other payment plan) when due amounts owed for services we provide shall, after reasonable notices, and be considered as proper grounds for discharge of the resident.

QUESTIONS CONCERNING YOUR ACCOUNT

If you have questions concerning any charge we have made or the status of your account, please stop by or phone our business office at 618-939-3488. Regular office hours are 8:00 am – 4:00 pm Monday thru Friday.

REFUND POLICY

A financial accounting of a resident's account that has been discharged or expired cannot be determined until the close of the event month of the resident's discharge/expiration in order to allow all the month's charges to process. A credit statement will be issued out once all outstanding payer balances have been cleared. (Private/ Medicare A /Medicare B /Insurance Claims /Medicaid)

RESIDENT DISCHARGE AND RESIDES IN THE COMMUNITY OR AT ANOTHER FACILITY

Oak Hill will issue the credit statement to the address on the resident's billing statement. The letter mailed will indicate that Oak Hill will be issuing a refund made payable to the resident after confirmation of the correct mailing address of the location to send the refund to. Oak Hill will process the refund within 30 days after receipt of the address confirmation to the Billing Office staff whether it is verbal or written.

RESIDENT EXPIRATION

Oak Hill will issue the credit statement to the resident's billing address. The letter will indicate that Oak Hill will be issuing a refund within 30 days after receipt of a Small Estate Affidavit or a Letter of Office.

MEDICAID RESIDENT REFUNDS

Medicaid recipient refunds will be issued to the State of Illinois based upon the guidelines established by the State of Illinois. Please contact the State of Illinois Department of Human Services with questions in regards to refunds for Medicaid residents.

EXPIDITED REFUNDS

Partial refunds on credit balance in excess of outstanding payer balance can be requested and processed within 30 days of receipt of a letter requesting an expedited refund and the required documents for expired resident's.

PHARMACY BILLING PROCEDURES

Medications are provided by arrangement and billed directly by the pharmacy. All charges shall be billed to you or your third party payer directly and shall be payable in full. For Medicaid residents, Uvanta will file claims for payment directly with the Medicaid Program for any covered claims.

Uvanta
7846 Aviation Drive
Marion, Illinois 62959
888-997-7455

Oak Hill has developed policies and procedures for drug therapy, distribution and control which provide for a uniform medication distribution system. We use the services of Uvanta Pharmacy, which provides 24 hour medication availability and information to our nursing staff. Uvanta Pharmacy special packages medications to conform to our medication distribution system. Uvanta also provides a consultant pharmacist who regularly reviews your medication regimen to evaluate effectiveness, drug or food interactions and possible side effects.

You will receive the best service by using Uvanta Pharmacy. They are familiar with our guidelines and regulations Oak Hill must meet. However, you have the right to use any other pharmacy as long as the pharmacy will furnish the same medication distribution system noted above and comply with our policies and procedures and all applicable laws and regulations. If your pharmacy fails to do so, you will be required to select another pharmacy.

For your safety, please do not bring prescription or over-the counter drugs from home. All medications must be kept at the nurses' station. However, a resident has the right to self-administer medications if the professional team caring for that resident determines that this will not present a significant risk to the resident's health or safety.

All medications in our facility are carefully controlled to ensure proper dosage and administration consistent with physicians' orders.

SERVICES INCLUDED IN OUR BASIC DAILY RATE:

- Room and board
- Nursing care

- Dietary management and food (excluding nutritional liquid supplements)
- Laundry & Housekeeping Services
- Medically-related social services
- Services from a Registered Dietician
- Activity programs
- Maintenance services
- Routine personal hygiene items and services (excluding incontinence products)
- Wi-Fi (Wireless Internet)
- Administration of Resident Trust Accounts

During the course of a stay covered by Medicare or Medicaid, we will not charge the resident for services included in Medicare or Medicaid payment under applicable regulations, including covered nursing services, dietary services, activities program, room/bed maintenance services, medically related social services, and certain required personal hygiene items and services.

Medicaid Covered Service in Long Term Care:

A nursing home participating in Medicaid must provide, or arrange for, nursing or related services and specialized rehabilitative services to attain or maintain the highest practicable physical, mental, and psychosocial well-being of each resident.

Services included in Your Nursing Facility Benefit:

- Nursing and related services
- Specialized rehabilitative services (Treatment and services required by residents with mental illness or intellectual disability , not provided or arranged for by the stated)
- Medically-related social service
- Pharmaceutical services (with assurance of accurate acquiring, receiving, dispensing, and administering of drugs and biologicals)
- Dietary services individualized to the needs of each resident
- Professionally directed program of activities to meet the interests and needs for well-being of each resident
- Emergency dental services (and routine dental services to the extent covered under the state plan)
- Room and bed maintenance services
- Routine personal hygiene items and services

Residents may be charged for:

- Private room, unless medically needed
- Specially prepared food, beyond that generally prepared by the facility
- Personal comfort items including tobacco products and confections
- Cosmetic and grooming items and services in excess of those included in the basic service
- Personal clothing including personal reading material
- Gifts purchased on behalf of a resident including flowers and plants
- Social events and activities beyond the activity program
- Special care services not included in the facility's Medicaid payment

Illinois Medicaid Program

Payment for long-term nursing home services is available through the Medicaid program. **Oak Hill encourages you to continue with your current Medicare Supplement and Medicare B & D plan even if you are applying for Medicaid.**

If you want the state to pay for your nursing home care, you must apply for medical benefits and obtain a needs screening

1. Apply for Medical Benefits

To apply for medical benefits, go to your local department for Human Services Office.

**Department of Human Services
Deb Harris, Case Manager
807 Lehmen
P.O. Box 307
Chester, Illinois 62233
618-826-4558 (ext. 211)**

If you feel you may need to apply for Medicaid benefits, you can also see an Oak Hill and Magnolia Terrace Admission & Business Office representative for an application. A representative from Oak Hill can also assist with the completion of the application if you are unable to get to the Human Service Office.

If your application is approved, your eligibility for medical benefits usually begins with the month you apply, as long as you meet all the eligibility requirements. You will receive a medical card that you can use for your medical expenses. In addition, you may be eligible for medical benefits for up to three months before the month you apply. If you have medical expenses during any of the three months before the month you apply, be sure to tell your caseworker about them so a decision can be made whether the state can pay for those bills.

If possible, you should not pay your community medical bills until you learn whether or not you are eligible for medical benefits from the state. You will be billed privately until your eligibility is determined. Depending on your income and resources, it may be determined for you to pay part or all of your income to the nursing home for your care on a monthly basis.

Protecting Property for your Community Spouse:

When you go into a nursing home, your spouse may keep your home, your car, and your household furnishings. The local Public Aid office will then determine the value of your other property, such as bank accounts or certificates of deposit. You may transfer other property to your spouse for the sole benefit of

your spouse. Depending on how much property your community spouse already has (not counting things like the house and the car), you may give your community spouse property valued up to \$109,560 for 2016.* The amount may increase each year. Your local office caseworker will tell you the actual amount you may give to your community spouse.

***Please ask your caseworker for the most current information.**

Protecting Income for your Community Spouse:

Your income includes money you get from all sources such as Social Security, pension, disability payments and veterans benefits. When the Public Aid office decides the amount of income you have to apply to the cost of your nursing care, deductions are permitted if you give money to your community spouse.

Depending on your community spouse's income and other circumstances, for 2016 you may give up to \$2,739 of your income per month to your community spouse. These amounts may increase each year. Your local Public Aid office will notify you of the actual amount you may give.*

***Please ask your caseworker for the most current information.**

If You Receive Veterans Benefits

Your eligibility for veteran's benefits may be reduced or discounted if you give income (from any source) to your family. Your eligibility for veteran's benefits is determined by the U.S. Department of Veterans Affairs (USVA), based in part on the amount of nursing care expenses you are required to pay.

Transfer of Resource to Qualify for Medical Benefits

Your property includes your savings, retirement accounts, stocks and investments, your home and other possessions. **Giving away or selling your resources for less than they are worth may affect your eligibility.** If you or your spouse has transferred property for less than its value, you may be subject to a penalty period for nursing care services. These changes were made to the federal law under the Deficit Reduction Act of 2005.

Starting with 2012, transfers that may affect your eligibility for long term services are those transfers made within **60 months (5 years)** of the date you apply for medical coverage and are living in a nursing home.

If the state decides that you are subject to a penalty period, the penalty begins with the month of application or the month you transferred the resources, whichever is later. The penalty period is the length of time the state will **NOT** pay for your long term care services in a nursing home/supportive living facility. You will still be entitled to other medical services (such as laboratory, radiology, and physician services, etc.) during the penalty period, if you are eligible.

The penalty period continues for as long as the uncompensated value of the transferred property would meet the monthly cost of the nursing care at the private rate. However, if a transfer is made during a penalty period and the Department of Public Aid decides that you are subject to an additional penalty period, the new penalty begins with the month the previous penalty period ends.

Example: Joe wants all his grandchildren to get a college education. He paid \$10,000 a year to each grandchild who was in college. In the last 60 months, Joe gave \$80,000 to help them. Since Joe gave away his resources, he may have a penalty period based on the transfers.

Example: Martha gave \$15 as a gift to her nephew for his birthday as she has every year. Since this is a minimal amount consistent with her past behavior this would not result in a penalty.

If you receive medical benefits, the local office will inform you of the penalty period. You may eliminate a penalty by getting back the property that was transferred.

Liens and Claims

The state has the legal right to recover the amount of assistance people receive through the medical benefits program. The state can file a lien on real property you own, like your home, while you are receiving long term care services and the state can file a claim against your estate or the estate of your spouse. The state will seek to recover money equal to the amount of medical benefits you received. For more information on liens and claims, get the brochure called "Property Liens and Estate Claims" from your local Public Aid office.

Money Owed to You

You may be owed money because you have an annuity, promissory note (agreement to pay an amount of money), a loan agreement with someone, or mortgage (including selling your property contract for deed).

You must report any money owed to you and you must change the agreements to assign your interest in the debt to the State of Illinois upon your death.

Example: Mary was hurt at work and used the settlement to purchase an annuity policy. This policy pays her a monthly income. Mary must report the annuity and contact the company to make the State of Illinois the remaining funds after her death up to the amount of medical assistance paid on her behalf.

IMPORTANT INFORMATION FOR PUBLIC AID RECIPIENTS

- Public Aid will look at ALL assets transferred within **60 months** prior to admission to nursing home or application to Public Aid.
- Items that the resident income can **NOT** be used for once application has been made for Public Aid include:
 - Examples: Auto Payments/Insurance, House Payments/Insurance, TV/Phone Fees, Life Insurance Premiums, and credit card expenses, etc.
- Public Aid will allow for credits for money spent towards "Necessary Medical Expenses" (i.e. glasses, dentures, Medicare Plan D prescription premium and co-pays).

ALL FINAL RULINGS ON INCOME EXPENDITURES FOR MEDICAID RECIPIENTS IS DETERMINED BY THE DEPARTMENT OF PUBLIC AID.

IT IS THE RIGHT OF OAK HILL TO DISCHARGE YOU IF YOU ARE UNABLE TO PAY THE PRIVATE PAY RATE DURING YOUR PENALTY PERIOD.



Pneumococcal Disease

What is pneumococcal disease?

Pneumococcal disease is caused by bacteria (*Streptococcus pneumoniae*) that can attack different parts of the body. The bacteria can cause serious infections of the lungs (pneumonia), the bloodstream (bacteremia) and the covering of the brain (meningitis).

Pneumococcal pneumonia is a serious illness, accounting for 10 percent to 25 percent annually of all pneumonias. Nationally, about 40,000 persons die as a result of pneumococcal pneumonia each year, but the illness is particularly dangerous for the very young, the elderly and persons with certain high-risk conditions. For example, among people 65 years of age and older with pneumococcal pneumonia, about 20 percent to 30 percent develop bacteremia. At least 20 percent of those with bacteremia die from it, even though they receive antibiotics.

Can pneumococcal pneumonia be prevented?

Yes, by getting vaccinated. The vaccine is safe, it works and one shot lasts most people a lifetime. People who get the vaccine are protected against almost all of the bacteria that cause pneumococcal pneumonia and other pneumococcal diseases as well. The cost of the shot is covered by Medicare.

Who should get the vaccine?

According to the National Institutes of Health, everyone 65 years of age and older should get the pneumococcal vaccine. Some younger people should get it too.

Ask for the vaccine if you –

- are 65 years of age or older or care for someone 65 years of age or older,
- have a chronic illness, such as heart or lung disease or diabetes,
- have a weak immune system (caused by certain kidney disease, some cancer, HIV infections, organ transplant medicines and other diseases), or
- are a resident or an employee of a nursing home or other long-term care facility.

There are two exceptions to children receiving the vaccine. First, since the vaccine is not effective in children younger than 2 years of age, shots will not benefit this age group. Second, in children who are otherwise healthy, frequent diseases of the upper respiratory system, including ear and sinus infections, are not considered reasons to use this vaccine.

When is the best time to get the vaccine?

For older individuals, some experts say it may be best to get the shot before reaching 65 years of age – anytime after 50 years of age. They base this opinion on the fact that the younger you are, the better able your body is to mount a protective immune response. For those who receive an annual flu shot, the pneumococcal vaccine can safely be given at the same time.

Other adults and children who are at high risk of pneumococcal disease should consult their physicians. Generally, however, individuals who are scheduled for cancer chemotherapy or immunosuppressive therapy should wait at least two weeks after receiving pneumococcal vaccine to start therapy. The safety of pneumococcal vaccine for pregnant women has not been evaluated. Ideally, at-risk women should be vaccinated before they get pregnant.

Should a person who already has had pneumonia get the vaccine?

Experts agree that persons who already have had pneumonia can benefit from the vaccine. There are many kinds of pneumonia and having one kind does not insure immunity against the others. The vaccine protects against 88 percent of the pneumococcal bacteria that cause pneumonia. However, it does not guarantee that you will never get pneumonia, and it does not protect against viral pneumonia.

How often does a person need to be vaccinated?

Most people need to get the shot only once. However, some people may need a booster; check with your physician to find out if this is necessary for you.

Are there side effects?

About half of those who are given pneumococcal vaccine have very mild side effects, such as redness and pain at the injection site. Less than 1 percent of those getting the vaccine may develop fever, muscle aches and severe local reactions. Serious side effects, such as dangerous allergic reactions, have rarely been reported. As with any drug or vaccine, there is a **rare** possibility that allergic or more serious reactions or even death could occur. The pneumonia shot cannot cause pneumonia because it is not made from the bacteria itself but from an extract that is not infectious.

INFLUENZA VACCINATIONS

What is influenza?

Influenza, often called the “flu”, is an infection of the respiratory tract caused by the influenza virus. Many coughs, colds, and upset stomachs are mistakenly called the flu. With influenza, you usually get sick suddenly and have a fever (often with chills), headache, dry cough, sore throat, body aches and extreme fatigue. It is a serious illness that can lead to pneumonia. Although nausea, vomiting and diarrhea can sometimes accompany influenza infection, these symptoms are rarely the primary symptoms.

Most people who get the flu recover completely in 1-2 weeks, but some people develop serious and potentially life-threatening medical complications, such as pneumonia. Over the past decade, influenza and pneumonia have been associated with an average of 3,500 deaths a year in Illinois. During most flu seasons, which typically run from October through May, between 10% and 20% people are hospitalized from flu complications each year in the U.S.

Who should get the influenza vaccination?

People 65 and older and those with long term health problems are at increased risk for serious illness and should get the influenza vaccination (commonly called the flu shot). Family members and individuals who spend a lot of time around sick or elderly people also should get a flu shot.

When should I get my flu shot?

You need a new flu shot every year. That is because influenza virus strains change each year. The best time to get a flu shot is in the fall, before the influenza season begins.

Can I still get influenza if I get the flu vaccine?

While flu shots do not prevent every little cough and cold, they can keep you from getting a serious case of influenza that can make you very ill. If you get a flu shot and still happen to get influenza, chances are you will not get as sick.

NOTE: Every year the CDC projects which strain of influenza will be most prevalent for that year. Vaccines are developed to inoculate against the top 2 or 3 strains. These strains change from year to year. That is why you need to be vaccinated against Influenza every year. The vaccination can protect from getting those strains or you may have a lighter case of those strains. However other strains of influenza are still out there.

Can I get influenza from the flu shot?

No one can get influenza from receiving the shot since flu vaccine is made from killed viruses.

Can it make me sick?

The flu shot is safe and effective. If mild or moderate problems occur, they usually start soon after the vaccination and last one to two days. Side effects that may occur include soreness, redness or swelling at the site the shot was given, fever and body aches.

How much will it cost to get the flu shot?

For those who are eligible, Medicare Part B pays for the shot. You pay no “coinsurance” or “deductible”, if your doctor participates in Medicare. Many local health departments provide flu shots at little or no cost.

Where can I get more information?

If you have additional questions, please contact the Illinois Department of Public Health’s Immunization Program at 535 West Jefferson Street, Springfield, Illinois 62761, or call 217-785-4977, TTY (hearing impaired use only) 800-547-0466. You may also contact your physician.

NOTES: