

# SERVICE AND CHARGE SCHEDULE

**B**ASIC ROOM & BOARD: The community's daily fee covers room, board, linen and nursing services along with all other services where a specific rate is not otherwise stated. Room rate increases may occur at the beginning of the year (January 1st). A notice of the increase will be communicated 30 days prior.

*Intermediate Care:* Private pay, are \$290.00 per day. If a resident is under the Medicaid Program the fee is monthly as established by the Medicaid Program. The fee is usually the resident's income less the first \$65.00.

*Skilled Nursing Care:* Private pay, are \$320.00 per day. Residents under the Medicare program will be responsible for deductibles and co-payments not covered by other insurance or the Medicaid program.

**C**ORE SERVICES: Services of a licensed nurse provided 24-hours a day; Emergency response and crisis intervention; medication services; food services; housekeeping, laundry and maintenance services; on-site activities and access to community activities designed to meet the individual interests of residents to sustain and promote physical, intellectual, social and spiritual well-being of all residents; and assistance in arranging medical and dental appointments, including arranging transportation to and from such appointments and reminding the residents of appointments.

**C**OST OF CARE INCREASES: Rates of services are assessed on a yearly basis. A 30-day notice will be communicated prior to increase.

**P****HYSICAL THERAPY:** A licensed Physical Therapist may evaluate our residents upon admission and plan Physical Therapy care for those who need it. Physical Therapy services are offered throughout the week. Exercises and gait training help our residents become ambulatory and maintain their activity of daily living skills.

**O****CCUPATIONAL THERAPY:** A registered Occupational Therapist may evaluate our residents upon admission and plans Occupational Therapy care for those who need it. Occupational Therapy services are offered throughout the week.

**S****PEECH THERAPY:** A registered Speech Therapist may evaluate our residents upon admission and plans Speech Therapy care for those who need it. Speech Therapy services are offered throughout the week.

*Rehabilitation services are provided only if ordered by a physician. The charge is \$50.00 per unit and is provided by a licensed professional (one unit equals 15 minutes). These services are included in the daily rate for Medicaid residents and Medicare A skilled residents.*

*Rehabilitation Therapy screens are provided at no charge to the resident. Rehabilitation therapies are responsibility of the resident and will be billed to their respective insurances. For residents with Medicare B coverage, 80% of the approved charges will be paid by Medicare. The 20% co-payment will be billed to supplemental insurances, Medicaid, and lastly, the resident if private pay. Where a resident does not have Medicare B or private insurance and is private pay, the resident will be billed for 100% of the therapy charges. When a resident is on Medicaid there is no charge-any amounts not covered by other insurances are covered by Medicaid.*

**D****ENTAL SERVICES:** Routine and emergency dental care is provided under contract with a mobile dental service. Routine dental care includes admission and annual examinations, cleanings, denture repairs and relinings, denture fabrications (limited to one every three years), and gum treatment. A full list of specific services and the dental contract are available upon request.

*There is no fee for the services of the contracted dental service for Intermediate Care residents. Dental services obtained outside the facility will be the financial responsibility of the resident. Dental services are available as an additional charge for all skilled residents.*

**P****ODIATRY SERVICES:** A New Hampshire licensed/accredited podiatrist is available at Mountain View Community in a consultant basis. Mountain View Community has contracted with Dr. John Hammond, a Podiatrist in New Hampshire to provide podiatry services for residents who wish to take advantage of this service.

*Private pay residents are billed directly. Where coverage is available, the resident's private insurance or Medicare B will be billed. Deductible and copayments are the responsibility of private pay residents and are included for Medicaid residents. Prevailing rates are subject to change and are available at the nursing home business office.*

**R****ECREATIONAL ACTIVITIES:** The Recreational Activity Department coordinates all activities for the Home. Included are outings, numerous parties and socials, an arts and crafts program, exercise classes, games, and holiday celebrations. The staff is assisted by a dedicated group of volunteers who assist with both group functions and individual activities.

*Staff services, in-house activities and transportation for outings are included in the daily fee (Beano is offered at an additional cost to the resident). Any admission fees, gate entrance fees, ticket purchase prices, food purchases, personal purchases, etc., are the responsibility of the resident. The nursing home will, whenever possible, obtain discounts such as group rates, elderly discounts, etc.*

**S** **OCIAL SERVICES:** The Social Service Department is open Monday through Friday, 7:00 AM to 4:00 PM. In addition to preadmission and admission processing, they assist with any non-medical problems. This includes such things as financial arrangements, civil affairs, and appointments for you to get specialized assistance in these fields. The department also serves in the capacity of resident advocate.

*There is no fee for the services provided by the Social Service staff.*

**D** **ISCHARGE PLANNING:** It is the philosophy of Mountain View Community to assist residents whose health has improved sufficiently so that they no longer need the services provided by the facility to return to the community. Discharge planning includes the following: a written discharge plan, a home visit and evaluation, recommendations of equipment needs and environmental adjustments that will be beneficial to successfully return to the community, consultation with the resident, family and other interested parties, assisting in the arrangement of community supports.

*There is no fee for the services provided by the Social Service staff.*

**L** **AUNDRY:** The nursing home provides laundry service for personal clothing - there is an in-house laundry for wash and wear (there is no provision for ironing), dry cleaning is provided through a local service. Towels and linens are handled through a commercial laundry. Minor sewing repairs to personal clothing are done on premise.

*Dry cleaning is the financial responsibility of the resident. All other laundry services are included in the daily rate.*

# H

**AIRDRESSING & BARBERING:** Professional Hair Care Persons (Hairdresser and/or Barber) are available for both men and women.

## Hairdresser

\$

*Shampoo & Wave* 10.00

*Shampoo, Wave & Cut* 22.00

*Cut* 12.00

*Permanent with Shampoo, Wave & Cut* 40.00

## Barber

*Clipper Cut* 10.00

*Hair Cut* 12.00

*\*Outside licensed haircare professionals may use the facility salon as availability allows. Please see the Front Office for arrangements.*

# B

**BANKING SERVICE:** Each resident is encouraged to open a personal account at the Home which is interest bearing and provides for free checking, savings, cash availability and quarterly statements. The banking service hours are 9:00 AM to 4:00 PM Monday through Friday.

# P

**PERSONAL SHOPPING:** When able, efforts will be made to take the resident shopping; or the activities department can arrange to make whatever purchases are desired.

*The resident will be charged the price as marked on the item being purchased.*

**T****RANSPORTATION:** Transportation is furnished (nursing home staff and vehicles) or arranged (local ambulance or wheelchair van service) for necessary medical appointments. Appointments are coordinated by the medical scheduler.

*There is no fee when the transportation is furnished by the nursing home and is to a destination within the county (subject to vehicle availability). Arranged ambulance or wheelchair van service will be billed to the resident by the service provider. Where applicable, this will be billed to the resident's insurance carrier or third party payor.*

**M****EDICATIONS:** All prescription drugs and over the counter medications or medicated supplies used by the nursing staff, under physician orders, are supplied under contract from a pharmacy. Residents may elect to use other providers subject to certain limitations and requirements (see Rules and Regulations).

***Intermediate Care and Private Skilled Care:** Private pay residents will be billed directly from the pharmacy at the pharmacy's established rates. Medicaid residents' charges will be billed directly to Medicaid and the resident is liable only for those medicines and/or supplies not covered by the Medicaid program.*

***Medicare A Skilled Nursing Care:** Medications are included in the basic room and board rate.*

**M****EDICAL/SURGICAL SUPPLIES AND SERVICES:** The community supplies all medical and surgical supplies required for specialized care such as catheters, oxygen, incontinent pads and briefs, infectious waste disposal, etc. Residents may elect to use other providers subject to certain limitations and requirements (see Rules and Regulations).

***Intermediate Care and Private Skilled Care:*** Charges for all supplies are billed either by the nursing home or in some cases, directly by the provider. As much as possible, the nursing home shall contract with providers who will bill residents' insurance carriers. The cost of individual items are not listed as they fluctuate with the market. The costs at any given time are available from the nursing home business office.

***Medicaid and Medicare A:*** These supplies are included in the daily rate for Medicaid and Medicare A residents.

**T** **ELEPHONE:** Telephones are available in each household for the resident. Residents may choose to arrange directly with the local telephone company for installation of their own private line directly in their room. Residents with phones in their rooms will be billed directly by the telephone carrier.

**C** **ABLE TELEVISION:** Televisions are available in each household for the residents use. Residents may choose to have cable service in their room at a charge of \$6.00 per month (beginning October 1, 2011).

**N** **EWSPAPER:** The nursing home receives daily delivery of the Manchester Union Leader. There is one desk copy available for any resident to read in the lobby area. If desired, the nursing home can arrange for an individual subscription. Also, the nursing home receives numerous copies of local papers consisting of the Granite State News, the Carroll County Independent and the Conway Daily Sun.

*Use of the nursing home desk copies is free of charge. Residents may choose to arrange directly with publishers to receive an individual subscription delivered to the facility.*

**R**ELIGIOUS SERVICES: There are weekly non-denominational services, as well as periodic Catholic & Episcopalian services.

*There is no fee for religious programs and services.*

**O**OTHER:

Annual blood screenings.

*Screenings are the responsibility of the resident and may be a covered service under Medicare & Medicaid.*

Contracted professional third party services initiated by the resident shall be monitored, including—physician order, licensure, liability insurance and quality of service.

**H**OSPICE: Mountain View Community has contracted with Central New Hampshire VNA & Hospice to provide Hospice care for those residents requiring these services. Full evaluations will be made by Hospice staff after referral from the nursing department. The nursing department will obtain an order from the resident's physician. Consent of the resident or family is required before services begin. Hospice provides support services for family members as well as bereavement counseling.

*A Hospice representative will review the charges and sources of payment with you prior to initiating services. Hospice is a covered service under Medicare, subject to guidelines for eligibility.*



**M**ENTAL HEALTH SERVICES: A New Hampshire licensed/ accredited psychiatrist is available at Mountain View Community on a consultant basis.

*Private pay residents are billed directly. Where coverage is available, the resident's private insurance or Medicare B will be billed. Deductible and co-payments are the responsibility of private pay residents and are included for Medicaid residents. Prevailing rates are subject to change and are available at the nursing home business office.*