

Illinois Department of Public Health

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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:<br><br>IL6012074 | (X2) MULTIPLE CONSTRUCTION<br>A. BUILDING: _____<br><br>B. WING _____ | (X3) DATE SURVEY COMPLETED<br><br>03/31/2023 |
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| NAME OF PROVIDER OR SUPPLIER<br><br>RIVER CROSSING OF ALTON | STREET ADDRESS, CITY, STATE, ZIP CODE<br>3490 HUMBERT ROAD<br>ALTON, IL 62002 |
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| (X4) ID PREFIX TAG | SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)  | ID PREFIX TAG | PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY) | (X5) COMPLETE DATE |
|--------------------|---|---------------|---|--------------------|
| S 000              | Initial Comments<br><br>Complaint #2342526/IL158021   | S 000         |   |                    |
| S9999              | Final Observations<br><br>Statement of Licensure Violations<br><br>State Licensure Finding<br><br>Section 300.630 Contract Between Resident and Facility<br><br>a) Contract Execution<br><br>Before a person is admitted to a facility, or at the expiration of the period of previous contract, or when the source of payment for the resident's care changes from private to public funds or from public to private funds, a written contract shall be executed between a licensee and the following in order of priority:<br><br>The contract shall provide that if the resident is compelled by a change in physical or mental health to leave the facility, the contract, and all obligations under it shall terminate on seven days notice. No prior notice of termination of the contract shall be required, however, in the case of a resident's death. The contract shall also provide that in all other situations, a resident may terminate the contract and all obligations under it with 30 days notice. All charges shall be prorated as of the date on which the contract terminates, and, if any payments have been made in advance, the excess shall be refunded to the resident. This provision shall not apply to life-care contracts through which a facility agrees to | S9999         | Attachment A<br>Statement of Licensure Violations   |                    |

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| Illinois Department of Public Health<br>LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE | TITLE | (X6) DATE |
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| S9999 | <p>Continued From page 1</p> <p>provide maintenance and care for a resident throughout the remainder of the resident's life nor to continuing-care contracts through which a facility agrees to supplement all available forms of financial support in providing maintenance and care for a resident throughout the remainder of the resident's life. (Section 2-202(i) of the Act)</p> <p>This Requirement is NOT MET as evidence by:</p> <p>Based on interview and record review the Facility failed to ensure payment from the resident/resident representative was applied towards their monthly bill and excess payment was refunded for 1 of 3 residents (R2) reviewed for billing in the sample of 16.</p> <p>Findings include:</p> <p>On 3/31/2023 at 9:30 AM, V2, Director of Nursing stated, "I am not sure why (R2's) billing is like that. I can see it is complicated. The statements should not be sent out to the families without showing them what they have already paid. I can understand a family being upset over it thinking they still owe the money."</p> <p>On 3/31/2023 at 10:47 AM, V7, Business Office Manager stated, "We do owe (R2's) family a refund. (V1) and I were trying to figure out what was going on with the statement. None of the statements are showing any of the checks that were cashed for (R2), and the payment is not being reflected in the statements that went out to the family. I am not sure what is happening, but it should show what they paid and should have been deducted. I went into the Resident Profile, and I looked at (R2's) ledgers and some of the money is being reflected in the chart but the ledgers and the statements are not matching up.</p> | S9999 |  |  |
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| S9999              | <p>Continued From page 2</p> <p>We are not sure what is happening, but we are looking into it, and we do owe (R2's) family \$630.57 cents."</p> <p>On 3/31/2023 at 10:52 AM, V1, Administrator stated, "We are still looking into (R2's) statements and why the family's payments are not being reflected in their statements. (V7) told me they we owe the family money, and I will make sure they get anything that is owed to them. We got a new computer system, and we are still trying to figure out what is happening."</p> <p>On 3/31/2023 at 10:55 AM, V7 provided a copy of the checks the family of R2 had submitted to the facility and that were cashed by the facility. Checks were for the following months and amounts: A check for \$3,307.89, dated 3/6/2023, for 3/1-3/31/23; A check for \$7280.00, dated 2/24/2023, for 2/1-2/28/23; A check for \$11,220.00, dated 1/31/2023, no service month documented ; and a check for \$2742.00, dated 11/26/2022, no service month documented. The total of these checks was \$24,549.98.</p> <p>On 3/31/2023 V7 provided statements that she stated were sent to the family of R2 for March Room and Board. R2's Statement dated 3/1/2023 documents, "Balance forward Room and Board charges March 1-31, 2023. Amount due \$26,560.00". None of the money that was paid to the facility for R2's care was reflected as payment on this statement.</p> <p>On 3/30/2023 at 10:01 AM, V7 provided statements that she stated were sent to the family of R2.<br/>April 2023 Balance Forward 2/1/2023 Payment \$26,560.00 payment (\$4,420.00) Balance Due \$22,140.00</p> | S9999         |   |                    |

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| S9999   | <p>Continued From page 3</p> <p>March Room and Board. R2's Statement dated 3/1/2023 "Balance forward Room and Board charges March 1-31, 2023. Amount due \$26,560.00." Statement Date 2/1/2023 Balance Forward of \$40.0012/19/20222 Room and Board charges Dec 19-31, 20222 (STD) (Standard). 13 units, \$240.00 dollars. Amount \$3120.00. 1/1/2023 Room and Board charges Jan 1-5, 2023 (STD), \$260.00; 5 units \$1300.00; Amount \$1300.00<br/>1/6/2023 Room and Board Charges Jan 6-31, 2023, \$260.00<br/>2/1/2023 Room and Board Charges Feb1-28, 2023; 28 units unit amount \$260.00; Amount \$7,280.00. Balance Due \$18,500.00. None of the payments or cashed checks provided to the facility from the family of R2 were documented in the statements.</p> <p>R2's Contract with the Facility with an effective date of 12/19/2022 documents, "Private Pay Resident" means a person who does not have a State or Federal program paying for their charges, fees, and expenses. A private Pay Resident may have private insure or another third party that pays all or some of his or her charges. Any person signing this contract that has a legal access to a Resident's income or resources for all amounts due and owing to the Facility under this Contract. If the Facility agrees to manage a Resident's personal funds, they shall be kept separate from the Facility's funds and shall be disbursed from the Resident's account upon Request of the Residents, or any other person entitled to make such an authorization. The facility shall keep accurate records of all receipts and disbursements, which will be available upon request to the Resident and/or the Resident's Representative."</p> | S9999   |   |  |

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| S9999              | <p>Continued From page 4</p> <p>The Resident Right Policy with a revision dated of 9/8/2022 documents, "Federal and state laws guarantee certain rights to all residents of the facility. The resident has a right to manage his or her financial affairs. This includes the right know, in advance, what charges a facility may impose against a resident's personal funds."</p> <p>(B)</p> | S9999         |   |                    |