

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6003453	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 07/12/2024
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NAME OF PROVIDER OR SUPPLIER RYZE AT THE RIDGE	STREET ADDRESS, CITY, STATE, ZIP CODE 6450 NORTH RIDGE BLVD CHICAGO, IL 60626
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S 000	Initial Comments Complaint Investigation 2484707/IL174419 2485273/IL175206	S 000		
S9999	Final Observations Statement of Licensure Violations 300.610a) 300.1830a) 300.1830b) 300.3210g) 300.3210t) 300.3240b) 300.3240c) 300.3260a) 300.3260d) Section 300.610 Resident Care Policies a) The facility shall have written policies and procedures governing all services provided by the facility. The written policies and procedures shall be formulated by a Resident Care Policy Committee consisting of at least the administrator, the advisory physician or the medical advisory committee, and representatives of nursing and other services in the facility. The policies shall comply with the Act and this Part. The written policies shall be followed in operating the facility and shall be reviewed at least annually by this committee, documented by written, signed and dated minutes of the meeting. Section 300.1830 Records Pertaining to Residents' Property	S9999		

Illinois Department of Public Health
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE
Electronically Signed

TITLE

(X6) DATE
07/23/24

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S9999	<p>Continued From page 1</p> <p>a) The facility shall maintain a record of any resident's belongings, including money, valuables and personal property, accepted by the facility for safekeeping. This record shall be initiated at the time of admission and shall be updated on an ongoing basis and made part of the resident's record.</p> <p>b) A separate bookkeeping system shall be maintained by the facility which accounts for all transactions affecting each resident's account. Each individual resident, or the individual resident's representative, shall have access to the record of that individual resident's account.</p> <p>Section 300.3210 General</p> <p>g) The facility shall develop procedures for investigating complaints concerning theft of residents' property and shall promptly investigate all complaints. (Section 2-103 of the Act)</p> <p>t) The facility shall ensure that residents are not subjected to physical, verbal, sexual or psychological abuse, neglect, exploitation, or misappropriation of property.</p> <p>Section 300.3240 Abuse and Neglect</p> <p>b) A facility employee or agent who becomes aware of abuse or neglect of a resident shall immediately report the matter to the Department and to the facility administrator. (Section 3-610(a) of the Act)</p> <p>c) A facility administrator who becomes aware of abuse or neglect of a resident shall immediately report the matter by telephone and in writing to the resident's representative and to the Department. (Section 3-610(a) of the Act)</p> <p>Section 300.3260 Resident's Funds</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>a) A resident shall be permitted to manage his own financial affairs unless he or his guardian or if the resident is a minor, his parent, authorizes the administrator of the facility in writing to manage such resident's financial affairs under subsections (b) through (o) of this Section. (Section 2-102 of the Act)</p> <p>d) The facility shall maintain and allow, in order of priority, each resident or the resident's guardian, if any, or the resident's representative, if any, or the resident's immediate family member, if any, access to a written record of all financial arrangements and transactions Involving the individual resident's funds. (Section 2-201(3) of the Act)</p> <p>These Regulations were not met as evidenced by:</p> <p>Based on interviews and record reviews, the facility failed to protect a resident's (R1) right to be free from misappropriation of property and the facility failed to protect a resident's (R1) right to manage their financial affair and inform R1 of the charges the facility imposed against R1's personal funds. This affected one out of four residents reviewed for personal funds. This failure resulted in the facility, misusing R1's \$10,000 check R1 received from family member without R1's consent. This failure resulted in R1 feeling frustrated, hopeless, and unable to trust staff members.</p> <p>Findings include: R1 oriented to person, place, time, and situation. R1 answered questions appropriately. R1's 4/16/2024 Quarterly Minimum Data Set assessment documents in part that R1 is cognitively intact with no signs and symptoms of delirium.</p>	S9999		

Illinois Department of Public Health

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S9999	<p>Continued From page 3</p> <p>R1's 6/20/2024 Behavioral Health Progress Note documents in part that R1 is alert and oriented to person, place, time, and situation.</p> <p>On 7/09/2024 at 11:53 AM and 1:51 PM and again on 7/10/2024 10:50 AM,, R1 was alert and oriented to person, place, time, and situation. R1 answered questions appropriately. R1 stated receiving a \$10,000 check from V33's (R1's family member) estate at the beginning of the year. R1 showed surveyor picture of the check. Check was from an estate, and it was issued on 1/31/2024. R1 stated [R1] did not know what to do with the money and approached V4 (Psychiatric Rehabilitation Services Director) V4 suggested to get a lawyer . The next day, V34 (former Business Office Manager) went to R1's room and instructed R1 to sign the back of the check and hand it over to the facility. R1 stated she (R1) did not sign a written authorization to deposit the check into the Resident Fund Management Service (RFMS) account. R1 requested multiple updates regarding the money but was told it was "in process" due to the facility switching ownership. R1 felt uneasy because facility did not provide any other option besides handing the check over to V34. R1 started asking for billing statements in May. "That's when I started hounding them." R1 stated that staff including V1 (Administrator) told R1 that since R1 was under Medicaid insurance, R1 could not have all the money. Facility didn't explain billing process in January or February and never signed paperwork to decline Medicaid assistance. Facility did not inform R1 about the charges that ensued for room, board, and care costs. R1 stated repeatedly asking the facility for an itemized bill of all the charges but facility did not provide it until July. R1 stated never agreed to be private pay because Medicaid covered all</p>	S9999		

Illinois Department of Public Health

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S9999	<p>Continued From page 4</p> <p>expenses prior. R1 stated facility did not provide an account statement until July and it was inaccurate. Surveyor reviewed R1's copy of R1's Resident Statement Landscape from R1's Resident Fund Management Service (RFMS) account. The statement starts on 3/29/2024 with a SSA insurance check credit of \$3040.19, a debit for care cost auto withdrawal of \$2980.19, and an initial deposit of \$869.58 leaving an end of the day balance of \$929.58. R1 stated staff said SSA meant Social Security Administration. R1 stated [R1] doesn't get Social Security Income or any other income and doesn't know why there were credits of \$3040.19 and \$869.58. R1 stated the only income R1 had was the check and the facility took it. R1 stated check was deposited on 2/28/2024. R1 stated doing own research online regarding Medicaid asset allowance. R1 stated "Medicaid website says assets that I'm allowed is under \$17,500." R1 does not know why facility took the \$10,000.</p> <p>On 7/09/2024 at 1:21 PM, V4 stated R1 started asking about personal funds in May when it started running out. V4 completed R1's Concern/Compliment form dated 5/9/2024 regarding the concern. V4 stated another company owned the facility in February so V4 contacted the pervious company's corporate office. Corporate office informed V4 of what's written under 'Resolution of Concern' on the form. It documents in part: "Medicaid will not pay with that amount of money in [R1's] account. \$6960 paid for room and board. \$3040 was put into [R1's] account. \$2980.19 was paid for [R1's] care. [R1] has \$160 left from \$10,000." Facility attached R1's Resident Statement Landscape from R1's RFMS account (printed 5/29/2024) to the concern form. Surveyor reviewed it with V4. V4 did not know what SSA stood for and did not</p>	S9999		

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S9999	<p>Continued From page 5</p> <p>know what charges were under the care cost auto withdrawal.</p> <p>During follow-up interview with R1 on 7/09/2024 at 1:51 PM, R1 stated when facility informed [R1] that R1 no longer had money, R1 requested invoices and receipts for where the \$10,000 went. R1 stated asking about the money since March. R1 stated facility did not provide itemized bill and did not provide R1's RFMS statement until July. R1 stated the provided RFMS statement was also incomplete as it only started on 3/29/2024. It didn't reflect the facility depositing the \$10,000 into the account in February. R1 stated because of no personal funds [R1] cannot buy snacks. R1 also cannot give gas money for children to visit [R1] in the facility. R1 stated [R1] was supposed to have a nice Mother's Day dinner with kids but couldn't afford it due to the missing funds.</p> <p>On 7/09/2024 at 3:09 PM, surveyor reviewed R1's statement with V16 (Business Office Manager). V16 stated SSA mean Social Security Administration. V16 was not sure why the amount was inputted as Social Security money or where the \$869.58 initial deposit came from. V16 also did not know what the care cost auto withdrawal was of \$2980.19 covered.</p> <p>During a telephone interview with V17 (R1's Family Member/Power of Attorney) on 7/09/2024 at 3:35 PM, V17 stated at one point earlier in the year when R1 requested funds, facility informed R1 that R1 didn't have any more money. When R1 inquired about where the money went, facility provided different answers. V17 came to facility around 5/9/2024 and asked V4 where R1's money went. V17 stated facility provided different answers from the money going towards private care, to social security taking it, and Medicaid</p>	S9999		

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S9999	<p>Continued From page 6</p> <p>taking it. V17 stated facility did not explain the charges or how much was taken. Facility did not provide an itemized bill or statement of R1's account during the visit.</p> <p>On 7/10/2024 at 9:36 AM, V1 (Administrator) stated another company owned the facility in February. V1 was Administrator at the time of the incident. V1 knew R1 received the check. Surveyor reviewed R1's statements from the RFMS account with V1. R1's Resident Statement Landscape from RFMS account printed 5/21/2024 goes from 2/01/2024 to 3/01/2024. It does not document in part a deposit of \$10,000 to R1's account. R1's Resident Statement Landscape from RFMS account printed 7/10/2024 goes from 3/29/2024 to 7/01/2024. It does not document in part a deposit of \$10,000 to R1's account. R1's account balance also did not go over Medicaid's asset limit of \$17,500. On 5/21/2024, R1 had a balance of \$4.66. V1 stated after facility investigated R1's account, V1 found that the previous company incorrectly billed R1 as private pay in February. V1 stated there was no reason why R1 was put on private pay as Medicaid changed their policy from the resident being able to have \$2000 in assets up to \$17,500. V1 stated "[V1] should be getting a check for \$6960 back. They left \$3040 in the account for [R1]." V1 then provided R1's Statement from previous company. It documents in part that facility charged R1 room and board of \$6,960 on 2/1/2024. Facility used R1's \$10,000 check to pay for it on 2/26/2024. Facility deposited the remaining \$3040 to R1's RFMS account on 2/28/2024. Surveyor referred to R1's RFMS statement and asked V1 what the facility charged R1 for as a care cost auto withdrawal of \$2980.19 on 3/29/2024 as R1 had Medicaid coverage in March. V1 did not know and stated, "I can tell you</p>	S9999		

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S9999	<p>Continued From page 7</p> <p>it was inaccurate and they [previous company] realized that." "I understand it was wrong." During follow-up interview at 10:11 AM, V1 stated previous company also incorrectly billed for the \$2980.19 and will need to refund it back to R1.</p> <p>Reviewed R1' progress notes. None pertaining to R1's check, billing status, or personal fund concerns. Survey team requested to see any documentation that R1 declined Medicaid benefits in February or agreed to be a Private Pay Resident at that time and agreed to the charges against R1's personal funds. Facility did not provide any such documentation at the conclusion of the survey.</p> <p>Attempted telephone interview with V34 on 7/10/2024 at 10:43 AM. No answer and no return call.</p> <p>During follow-up interview with R1 on 7/10/2024 at 10:50 AM, R1 stated V34 (Former Business Office Manager) was the one that requested the check. R1 stated "[V34] comes here the next day very sternly saying you have to give me the check. [V34] said I know you have the check and I need to know about everyone's assets. I told [V34] I got it and basically asked [V34] if I can trust you. [V34] said [V34] deals with everyone's finances. [V34] told me to sign it and then [V34] took off." R1 stated feeling "uneasy" about the encounter and called V17 afterwards. R1 stated "I was expecting that money to be my personal trust and my money. That money was big for me to last for the year. It was so my family can come down here and we can spend some time together. I was supposed to have a nice dinner for Mother's Day. \$30 doesn't do much. It takes \$10 just to get a meal from [fast food chain] a person." "I was hurt, and it crushed me." "It was a</p>	S9999		

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S9999	<p>Continued From page 8</p> <p>couple of days that I couldn't do anything or make phone calls because I was getting headaches from all this. I thought I can trust [V4] and these people. It made me feel hopeless and like I can't trust anyone because of it. It was eating me up inside."</p> <p>R1's 6/20/2024 Behavioral Health Progress Note documents in part: "Client continues to request resolution regarding her [\$10,000] check. Client exhibited mild paranoia, delusions, and impulsive behavior." Plan is to continue with cognitive behavior therapy to help identify and cope with destressing thoughts and feelings.</p> <p>Facility provided a copy of their Admission Packet provided to all residents (date 9/12/2023). It documents in part: "The Resident has the right to manage his or her financial affairs and need not to deposit personal funds with the Facility. The Facility will not require Resident to deposit personal funds with the Facility nor will the Facility be responsible for holding, safeguarding, managing, or accounting for Resident's personal funds absent the Resident's written authorization. Upon authorization, the Facility will hold the Resident's personal funds in a Trust Account as further described in the 'Resident Trust Fund Policy Notification and Agreement.'" "A 'Private Pay Resident' is a Resident for whom the Facility does not receive payment from the Medicaid or from the Veteran's Administration ('VA')." "The Parties agree and understand that the Resident will be considered a Private Pay Resident unless and until the Resident has been deemed a covered beneficiary by Medicaid or the VA." "If the Resident is a Medicaid or VA recipient, payment shall be in accordance with Medicaid or VA regulations." Under Attachment F: Statement of Resident Rights, it documents in part: "The</p>	S9999		

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S9999	<p>Continued From page 9</p> <p>right to be free of abuse or neglect or financial exploitation or to refuse to perform labor." "The right to have the resident's family, guardian, representative, conservator, and any private or public agency financially responsible for the resident's care be notified immediately whenever unusual circumstances such as accidents, sudden illness, disease, unexplained absences, extraordinary resident charges, billings, or related administrative matters arise." "The right to a minimum of 30-day notice of any change in a fee or charge or the availability of a service." Under the section Resident Trust Fund Policy Notification and Authorization, it documents in part: "Residents of this facility have the right to manager their own financial affairs and handle their own spending money. Residents also have the right to have the facility keep their money in a trust account to safeguard and manage personal spending money." It further documents in part: "According to Medicaid regulations, Residents receiving Medicaid may not have more than \$2000 in this account. Any Resident funds in excess of \$2000 will be taken by Medicaid and used toward the cost of care." Facility failed to update this part of their policy along with the section titled Your Benefit Rights and Eligibility Information Under Medicaid 2021 of the Admission Packet as they do not coincide with current Medicaid regulations.</p> <p>Provider Notice issued 5/19/2023 to All Medical Assistance Program Providers documents in part: "This notice informs all Medical Assistance Program providers that the customer resource (also known as asset) limit amount has increased. In addition, the resource test has resumed now that the Public Health Emergency (PHE) has ended. This increase in the resource limit amount will result in more customers</p>	S9999		

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S9999	<p>Continued From page 10</p> <p>becoming eligible for medical benefits and will allow the customer to retain more of their resources/assets without eligibility being affected. The new resource limit amount is changing from \$2000 for an individual and \$3000 for a couple to \$17,500 for both individuals and couples for medical cases eligible under the Aid to the Aged, Blind, and Disabled (AABD) medical program." (Notice taken from the Illinois Department of Healthcare and Family Services website).</p> <p>Facility's "Resident Personal Trust Funds Policy and Procedure" dated 5/2023 documents in part: "Residents will be provided with receipts of any deposits to their trust accounts and will sign the facility's copy of the receipt indicating their authorization for the any withdrawals." "Residents who are Medicaid recipients shall be notified whenever the balance of their personal funds account for the fund balance combined with the value of other nonexempt resources, which the facility is aware of, reaches \$200.00 less than the SSI [Social Security Income] resource limit for one person. The notice will also explain that the resident may lose Medicaid or SSI eligibility when in excess of the above. Social Service counseling will be provided regarding this matter as appropriate."</p> <p>Facility provided survey team a copy of R1's Resident Trust Fund Policy Notification and Authorization form. There is no date on the form. V2 (Director of Nursing) stated R1 signed it on admission giving facility authorization to hold personal funds. However, the form contains Medicaid's previous asset limit of \$2000. Provider Notice issued 5/19/2023 to All Medical Assistance Program Providers documents in part: "The new resource limit amount is changing from \$2000 for an individual and \$3000 for a couple to \$17,500</p>	S9999		

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S9999	<p>Continued From page 11</p> <p>for both individuals and couples for medical cases eligible under the Aid to the Aged, Blind, and Disabled (AABD) medical program." (Notice taken from the Illinois Department of Healthcare and Family Services website). Facility failed to have R1 sign an updated form for personal funds.</p> <p>Facility's "Abuse Policy and Prevention Program" dated 10/2022 documents in part: "This facility affirms the right of our residents to be free from abuse, neglect, exploitation, misappropriation of property, deprivation of goods and services by staff or mistreatment. This facility therefore prohibits abuse, neglect, exploitation, misappropriation of property, and mistreatment of residents." "Misappropriation of Resident Property means the deliberate misplacement, exploitation, or wrongful temporary, or permanent use of a resident's belongings or money without the resident's consent."</p> <p>Facility provided surveyor a copy of Illinois Long-Term Care Ombudsman Program's Residents' Rights for People in Long-Term Care Facilities booklet (Rev. 11/18). It documents it part: "You have a right to make your own choices." "You must not be abused, neglected, or exploited by anyone - financially, physically, verbally, mentally or sexually." "You have the right to manage your own money. The facility must not require you to let them manage your money or be your Social Security representative payee." "If you ask the facility to manage your money it may only spend your money with your permission. It must give you a current, itemized written statement at least once every three months, and it must put your money in a bank account that earns interest for you if: Medicaid helps pay for your care at the facility and have over \$50." "You may see your financial record at any time." "If you are paying for</p>	S9999		

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6003453	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____		(X3) DATE SURVEY COMPLETED C 07/12/2024
NAME OF PROVIDER OR SUPPLIER RYZE AT THE RIDGE		STREET ADDRESS, CITY, STATE, ZIP CODE 6450 NORTH RIDGE BLVD CHICAGO, IL 60626		
(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
S9999	Continued From page 12 some or all of your care at your facility, you must be given a contract that states what services are provided by the facility and how much they cost. The contract must say what expenses are not part of the regular rate." "If you get Medicaid, the facility may not make you pay for anything that Medicaid pays for. The facility must give you're a written list of what items and services Medicaid pays for, and for items and services for which you could be charged." (B)	S9999		