

STATEMENT OF ISOLATED DEFICIENCIES WHICH CAUSE NO HARM WITH ONLY A POTENTIAL FOR MINIMAL HARM FOR SNFs AND NFs	PROVIDER # 345575	MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	DATE SURVEY COMPLETE: 10/25/2024
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NAME OF PROVIDER OR SUPPLIER BRUNSWICK HEALTH & REHAB CENTER	STREET ADDRESS, CITY, STATE, ZIP CODE 9600 NO 5 SCHOOL ROAD ASH, NC
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ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES
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F 582	<p>Medicaid/Medicare Coverage/Liability Notice CFR(s): 483.10(g)(17)(18)(i)-(v)</p> <p>§483.10(g)(17) The facility must-- (i) Inform each Medicaid-eligible resident, in writing, at the time of admission to the nursing facility and when the resident becomes eligible for Medicaid of- (A) The items and services that are included in nursing facility services under the State plan and for which the resident may not be charged; (B) Those other items and services that the facility offers and for which the resident may be charged, and the amount of charges for those services; and (ii) Inform each Medicaid-eligible resident when changes are made to the items and services specified in §483.10(g)(17)(i)(A) and (B) of this section.</p> <p>§483.10(g)(18) The facility must inform each resident before, or at the time of admission, and periodically during the resident's stay, of services available in the facility and of charges for those services, including any charges for services not covered under Medicare/ Medicaid or by the facility's per diem rate. (i) Where changes in coverage are made to items and services covered by Medicare and/or by the Medicaid State plan, the facility must provide notice to residents of the change as soon as is reasonably possible. (ii) Where changes are made to charges for other items and services that the facility offers, the facility must inform the resident in writing at least 60 days prior to implementation of the change. (iii) If a resident dies or is hospitalized or is transferred and does not return to the facility, the facility must refund to the resident, resident representative, or estate, as applicable, any deposit or charges already paid, less the facility's per diem rate, for the days the resident actually resided or reserved or retained a bed in the facility, regardless of any minimum stay or discharge notice requirements. (iv) The facility must refund to the resident or resident representative any and all refunds due the resident within 30 days from the resident's date of discharge from the facility. (v) The terms of an admission contract by or on behalf of an individual seeking admission to the facility must not conflict with the requirements of these regulations. This REQUIREMENT is not met as evidenced by: Based on record review and family and staff interviews, the facility failed to provide a refund within 30 days after a Resident (Resident #3) was discharged from the facility for 1 of 2 residents reviewed for discharge.</p> <p>Findings included:</p> <p>Resident #3 was admitted to the facility on 01/04/24 and discharged from the facility on 04/16/24.</p> <p>A collections activity note written by the Business Office Manager (BOM) on 05/07/24 revealed the amount due to Responsible Party (RP) was \$3,885.00.</p> <p>A collections activity note written by the BOM on 07/31/24 revealed [RP] received his refund.</p>
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Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of

The above isolated deficiencies pose no actual harm to the residents

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ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES		
F 582	<p>Continued From Page 1</p> <p>A phone interview was conducted with Resident #3 Responsible Party (RP) on 10/23/24 at 10:45 AM. The RP stated he had received the refund but it had taken over 90 days to receive the refund and he was told by the Business Office Manager and an employee at the facility's corporate headquarters that the "check was in the mail" three times. The RP stated it seemed he had to go through a lot to get this refund. The RP reported he finally received the refund for the full amount of \$3,885.00 on 07/31/24.</p> <p>An interview with the Business Office Manager was conducted on 10/23/24 at 2:30 PM. The BOM revealed a refund was entitled to the Responsible Party of \$3,885.00 after Resident #3's discharge. She stated the facility had up to 90 days to reimburse funds to ensure the insurance companies were paid. She had stated there was a delay by 7 days due to the secondary insurance company not notifying the facility if they had been paid. She stated the RP had contacted the corporate office of the facility and a check was issued to the RP on 07/27/24. The BOM stated she thought the facility had 90 days because that was what was indicated in the admission policy. The BOM stated that on 10/03/24, she received an email from the Corporate Office which indicated the admission agreement was recently updated and was changed from 60 days to 30 days to settle accounts due to federal regulations.</p> <p>An interview was conducted with the Administrator on 10/24/24 at 1:30 PM. The Administrator stated he was not aware of the regulation until he received the email on 10/03/24 with the revised admission agreement. He stated all of his staff to include the Business Office Manager, Accounts Reciveable and Accounts Payable have been made aware of the regulation.</p>		