

## HIGHLIGHTS FROM OUR DIV 63 OCTOBER 2021 ZOOM MEMBERSHIP BRUNCH

### PROGRAM: Kristin Rigsbee

Long-Term Care Ombudsman and Trainer for *the San Diego County Health and Human Services Agency (SDC-HHSA)*:

[https://www.sandiegocounty.gov/content/sdc/hhsa/about\\_hhsa.html](https://www.sandiegocounty.gov/content/sdc/hhsa/about_hhsa.html)

Members attending this Brunch were treated to a wealth of information regarding long-term care, the *Who-What-Where-When-Why-How* of *Skilled Nursing* and *Assisted Living* facilities—all within a short period of time! Questions were asked and answered—and—the moral of the story is

## START YOUR RESEARCH NOW!

*Why??* here is a taste of what you are up against! Kristin shared her detailed PowerPoint presentation which she uses for another session; following are **some** bulleted items that may help (we are going to ask her back for this presentation!):

### ***Navigating the Long-Term Care System—What you need to know!***

- What is long term care?
- What services do facilities provide?
- What level of care can I receive?
- How much does it cost?
- How is it paid for?
- Resources to find care
- Ways to evaluate the quality of care
- Resources if home care is desired

## WHAT YOU CAN DO

### **GENERAL**

- Complete your *Health Care Directive* and *Financial Power of Attorney*
- Ensure family and MD have copy and understand your wishes
- Keep in mind that all facilities are businesses first

### **SKILLED NURSING**

- Understand your Medicare/HMO coverage: hospital and skilled nursing co-pays
- Visit potential facilities ahead of time | facility checklist
  - Visit at different times
  - Talk to friends who have had someone at a facility
- Know if they accept Medi-Cal—not all do
  - Compare Nursing homes: <https://www.medicare.gov/care-compare/>
- Read the facility survey results: [www.Medicare.gov](http://www.Medicare.gov)
  - Contact the **Ombudsman's Office** 800-640-4661 or 858-560-2507 (can provide general information and resources)

## **ASSISTED LIVING**

- Tour the facilities and discuss pricing and services provided
- Ask about additional care fees
- Community Fees
- Read the Contract before you sign—it is there to protect the facility
  - [www.ChooseWellSanDiego.org](http://www.ChooseWellSanDiego.org)
  - [www.rcfereform.org](http://www.rcfereform.org)
- Prepare for costs beyond initial move in; more care usually equals more money
- Placement Agencies
  - Can be very helpful
  - Usually free of cost—paid by the facility when room rented
  - Often provide facilities at the max end of your budget; the higher the room rate the higher their fee
- Thoroughly evaluate a facility before renting

## **RESOURCES FOR HELP**

- HICAP/ Elder Law & Advocacy
  - 858-565-8772 | <http://cahealthadvocates.org/HICAP/sandiego.html>
  - Medi-Cal: 1-800-541-5555
  - Cal Medi-Connect Ombudsman: 1-855-501-3077
  - Long-Term Care Ombudsman: 1-800-640-4661 or 858-560-2507
- California Department of Public Health Licensing and Certification (Skilled Nursing Facilities)
  - [www.cdph.ca.gov](http://www.cdph.ca.gov) | (800) 824-0613
- Community Care Licensing-Assisted Living Facilities: [www.CCLD.ca.gov](http://www.CCLD.ca.gov) | (844) 538-8766
- Consumer Advocates for RCFE Reform: [www.rcfereform.org](http://www.rcfereform.org)
- Choose Well San Diego: [www.Choosewellsandiego.org](http://www.Choosewellsandiego.org)
- Medicare.gov: [www.Medicare.gov](http://www.Medicare.gov)
- HICAP: Health Insurance Counseling & Advocacy Program  
[www.seniorlaw-sd.org](http://www.seniorlaw-sd.org) | (858) 565-8772
- Elder Law and Advocacy: [www.seniorlaw-sd.org](http://www.seniorlaw-sd.org) | (858) 565-1392
- **Consumer Advocates for Nursing Home Reform: [www.CANHR.org](http://www.CANHR.org)**
  - Provides excellent information for skilled nursing and assisted living resident rights, facility regulations and general information regarding topics related to facilities

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**Judy Dolan, Editor's note:** *as one who has just gone through this process this past year, **be diligent and patient—take detailed notes!!** Not everyone answers their phones or emails nor does everyone return your phone calls or emails; you will sometimes get conflicting and misleading information—verify!*

**California residents:** you may be interested in this link from the California Department of Aging: <https://www.aging.ca.gov/>

and more specifically, its **Master Plan for Aging:** <https://mpa.aging.ca.gov/>

**You may find GOAL TWO: HEALTH REIMAGINED interesting:**

***"We will have access to the services we need to live at home in our communities and to optimize our health and quality of life."***

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