

another medical facility, we will help you find the place that's best suited for your needs. We can also help you fill out paperwork and arrange transportation for the patient. Because such transportation is not covered by the Medicare Hospice benefit, we will bill the financially responsible party for the charge.

- **Staying at Georgeson House**

If your loved one remains at Georgeson House to receive non-emergency, routine care, we will bill the financially responsible party for the patient's room and board expenses. Our Billing department can make a payment plan with you; we can also research whether the patient is eligible for any financial assistance programs.

Thank you for the privilege of caring for your loved one

For more information or for help with your bill, call 239-261-4404 and ask to speak with a Billing Specialist.

Information in this brochure was current at press time. To verify the availability of specific services or to discuss any aspect of our care, call us at (239) 261-4404

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Understanding the “Room and Board” Payment Process For Patients at Georgeson Hospice House



The hospice philosophy is built on the idea that people want to be cared for in their own home when they are terminally ill. To support that philosophy, the Medicare Hospice Benefit pays for the care, equipment and medications hospice patients need at home. The Benefit does not, however, pay for room and board for hospice patients who receive routine hospice care in a private residence, nursing facility or other place the patient calls “home.”

Some hospice patients have short-term emergencies in their condition that are best handled by the nurses and doctors at a hospice inpatient facility like Avow’s Frances Georgeson Hospice House. When that happens, Medicare steps in to pay some of the patient’s living expenses for a limited time.

When Medicare will Pay Room and Board – and When It Won’t
 Simply put, Medicare pays room and board expenses for inpatient care as long as the patient exhibits specific, defined crisis-level symptoms or problems that require professional intensive care.

When the patient stabilizes or no longer exhibits crisis-level symptoms, Medicare stops paying for inpatient room and board.

When that happens, Avow Hospice is required to:

- transfer the patient to home for continued care by our home care team

or

- help the family find another medical facility that can serve as the patient’s home

or

- bill the patient and/or family for room and board if the patient remains in Georgeson Hospice House for ongoing, non-emergency care.*

* *Patients requiring limited-time intensive care always have first priority for rooms at Georgeson House. Please discuss your family’s situation with the social worker at Georgeson Hospice House.*

When Your Loved One’s Condition Improves

Avow staff members will explain the discharge process and help make arrangements to return your family member home or to another facility for ongoing care.

- **Going home**

If your loved one requires new medications or methods of care, our staff members will show you how to provide them so you leave feeling confident and in charge. If you have any questions about patient care, call us any time at 239-261-4404 and we will help you.

Our staff will be happy to arrange transportation for your loved one if you desire. Because such transportation is not covered by the Medicare Hospice benefit, we will bill the financially responsible party for the charge.

- **Going to another facility**

If your loved one needs care in