

ASSISTED LIVING: COSTS AND CONTRACTS

A list of financial questions to ask when you and your loved ones visit an assisted living facility.

Costs & Contracts

The contract is a legal document, obligating you to potentially pay large sums of money for care. CCAL encourages you to consult with an elder law attorney before signing the document.

What is the baseline fee?

What services are provided for that fee?

What initial payments are required? What portion is refundable?

If the patient is away from the facility for an extended period of time, (in the hospital or temporarily in a nursing home) what fees continue to apply?

When, how often, and why can the fees be changed?

When fees are changed, who is informed? How much advanced warning is provided?

What happens if funds run out? Is there any financial assistance?

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Is renters insurance required?

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What happens if there is a spill or accident that destroys property—the resident’s or the facility’s? Who is responsible for cleaning/repairing, payment or replacement?

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Examine the contract. Is the print large enough for you to read? If not ask for a copy that is. Does the contract clearly describe:

Monthly fees and extra charges, including charges to hold a bed during an absence?

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A refund policy in cases of transfers, discharges, changes in ownership, or closure of the facility?

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Responsibilities of the resident and of the facility?

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Behavioral conditions or other circumstances that may result in termination of services and an explanation of discharge policies?

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What are the rights of residents?

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Are there grievance procedure alternatives if you are not satisfied with the grievance procedure?

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Do any of the amenities (exercise facility, physical therapy, laundry, transportation, etc.) cost extra?

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Notes

