STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X3) DATE SURVEY COMPLETED
	AL11968826	**04/01/2019**
NAME OF PROVIDER OR SUPPLIER **ANGELS SENIOR LIVING IN NEW PORT RICHEY**	STREET ADDRESS, CITY, STATE, ZIP CODE **6716 CONGRESS ST** **NEW PORT RICHEY, FL 34653**	

SUMMARY STATEMENT OF DEFICIENCIES
(FINDINGS PRECEDED BY TAGS AND REGULATORY IDENTIFYING INFORMATION)

0000 - Initial Comments

Assisted Living Facility

A complaint investigation (Complaint #: 2019000913) was conducted at Angels Senior Living in New Port Richey. Angels Senior Living in New Port Richey had a deficiency at the time of the investigation.

(License #12688)

0120 - Fiscal - Financial Stability - 429.17(3) FS: 429.275(1)58A-5.021(1) FAC

Based on record review and interview, the facility failed to maintain accurate business records with regard to resident billing for two (Resident #2 and Resident #3) of four records reviewed.

Findings included:

A review of the facility's Collection Report dated was provided by the Administrator on . The report indicated that Resident #2 owed the facility $946.17. The report showed that $346.17 was billed on and $600.00 was billed on (photographic evidence obtained).

A review of Resident #2's contract showed the rate of $1900.00 per month. Resident #2 signed a contract with the facility on with the total charge for those remaining nine days of totaling $610.71. The resident was incorrectly charged the amount of 612.71. The resident paid $257.14 on and the resident's account maintained the incorrect balance of $346.17 as of .

The Administrator was interviewed at 1:45 PM on and they acknowledged that Resident #2's account balance was not accurate. The Administrator also stated that they believed the resident's managed care company overpaid the resident's previous facility so the first 9 days of residency were not paid for at this facility, thus holding the resident responsible for this charge. The Administrator explained that the remaining $600.00 was a charge for an "evacuation fee" that was part of Resident #2's contractual agreement (photographic evidence obtained).

A review of the Collection Report dated showed that Resident #3 had a balance due of $4725.11 (photographic evidence obtained). The Administrator was interviewed at 1:45 PM on and again at 3:21 PM and stated that charges dated , , and should have been billed to Resident #3's managed care company and acknowledged that the billing was inaccurate. The Corporate Operations Manager joined the discussion at 3:26 on and stated that this must be an accounting

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error.

Class III