STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0012224	A. BUILDING: _____ B. WING _____	C 03/07/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
PRAIRIE RIDGE ASSISTED LIVING	212 EAST INDUSTRIAL DR BEAVER DAM, WI 53916

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
N 000	Initial Comments On 03/06/2024, with information obtained through 03/07/2024, the Bureau of Assisted Living, Southern Regional Office, conducted a complaint investigation at Prairie Ridge Assisted Living, a community-based residential facility (CBRF) located in Beaver Dam, WI. One deficiency was identified. The complaint was substantiated. Census: 28	N 000		
N 355	83.32(3)(k) Rights of Residents: Self-determination In addition to the rights under s. 50.09, Stats., each resident shall have all of the following rights: Self-determination. Make decisions relating to care, activities, daily routines and other aspects of life which enhance the resident ' s self reliance and support the resident ' s autonomy and decision making. This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure that Resident 1 was able to make decisions relating to his/her care. Resident 1 and Person D (Resident 1's family member) were told by Care Coordinator C and Admissions Coordinator B that s/he would have to disenroll with his/her managed care organization (MCO) and enroll with the provider's preferred MCO or risk being involuntarily discharged, despite the provider accepting funding from both managed care organizations. To prevent from being discharged, Resident 1	N 355		

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE | TITLE | (X6) DATE

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N 355	Continued From page 1 enrolled with the provider's preferred MCO. Findings include: On 03/06/2024, Surveyor conducted a complaint investigation into concerns of staff influencing residents' MCO contract decisions. On 03/06/2024, Surveyor reviewed the provider's resident roster, provided by Care Coordinator C. Surveyor observed that out of 28 total residents, 9 residents received public funding. Eight of those residents contracted MCO services through MCO 1 and 1 resident contracted MCO services through MCO 2. At approximately 10:25 a.m., Surveyor interviewed Care Coordinator C. Care Coordinator C confirmed that the provider contracted with both MCO 1 and MCO 2 for publicly funded residents. Care Coordinator C reported that Resident 1 was a resident who recently transitioned from private pay to public funding. Care Coordinator C reported that Resident 1 was initially looking at contracting through MCO 1 but ultimately decided to contract with MCO 2, however, s/he did not know why Resident 1 made this decision. Care Coordinator C reported that Resident 1 was his/her own legal representative. On 03/06/2024, Surveyor reviewed Resident 1's record. Resident 1 was admitted to the provider on 04/26/2023. Resident 1 was documented as being his/her own legal decision maker. A letter in Resident 1's record showed that the effective date of Resident 1's contract with MCO 2 was 01/14/2024. At approximately 10:38 a.m., Surveyor	N 355		

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interviewed Administrator A. Administrator A confirmed that the provider contracted both MCO 1 and MCO 2 for publicly funded residents. Administrator A reported that Admissions Coordinator B was typically responsible for overseeing the process when residents transitioned from private pay to public funding.

At approximately 10:54 a.m., Surveyor interviewed Resident 1. Resident 1 reported that his/her family member, Person D, was very involved in his/her transition from private pay to public funding and had researched the different MCOs. Resident 1 reported that s/he had started paperwork to contract with MCO 1 but was later told by Care Coordinator C that the provider did not accept funding from MCO 1 and that only funding from MCO 2 would be accepted. Resident 1 reported that because s/he was told this, s/he decided to contract with MCO 2.

At approximately 11:08 a.m., Surveyor interviewed Admissions Coordinator B. Admissions Coordinator B reported that s/he was aware of the situation between Resident 1 and Care Coordinator C. Admissions Coordinator B reported that Care Coordinator C had seen a brochure for MCO 1 on Resident 1's table and told Resident 1 that s/he could not contract with MCO 1 since the provider did not contract with them. Admissions Coordinator B reported that Care Coordinator C had reported this conversation to him/her, and in reply s/he told him/her that it was inappropriate for him/her to tell Resident 1 that information. Admissions Coordinator B reported s/he was not sure why Care Coordinator C would have told Resident 1 that since it wasn't true. Admissions Coordinator B denied that s/he attempted to contact Resident 1 or Person D to provide the correct information

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upon learning that incorrect information was provided, and stated, "I wasn't going to make it a bigger deal."

At approximately 11:21 a.m., Surveyor interviewed Person D. Person D confirmed that s/he was primarily involved on Resident 1's behalf with handling his/her transition from private pay to contracting with an MCO. Person D reported that s/he was initially provided 3 MCO options. Person D reported that s/he and Resident 1 chose MCO 1 and completed all the paperwork to ultimately contract with them. Person D reported at some point after, s/he received an e-mail from Care Coordinator C saying that the facility did not contract with MCO 1. Person D reported s/he also received a text message from Admissions Coordinator B telling him/her that Resident 1 would have to contract with MCO 2 or risk being discharged. Person D reported s/he wished s/he would have known upon Resident 1's admission that the provider only contracted with MCO 2 because that would've influenced his/her decision-making when s/he was initially looking for facilities on Resident 1's behalf. Person D denied that any staff updated him/her with corrected information that the provider actually contracted with both MCO 1 and MCO 2.

At approximately 11:45 a.m., Surveyor interviewed Administrator A and Admissions Coordinator B. Admissions Coordinator B reported that s/he did not recall having any communication with either Resident 1 or Person D about the provider only contracting through MCO 2.

At approximately 3:17 p.m., Surveyor interviewed Representative E, from MCO 1 with whom Resident 1 had initially contracted.

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Representative E reported that on 01/26/2024 s/he had a phone call with Admissions Coordinator B, who told him/her that the owner asked staff not to accept any additional contracts through MCO 1 due to financial compensation. Representative E reported that Admissions Coordinator B told him/her that because of this, Resident 1 would have to break his/her contract with MCO 1 and contract with MCO 2 in order to retain his/her placement with the provider. Representative E confirmed that Resident 1 ultimately did this to ensure s/he wouldn't be involuntarily discharged.

On 03/06/2024, Surveyor reviewed communication records between the provider and Representative E within MCO 1's electronic records platform. The initial message in the records, dated 01/10/2023, documented that "Member enrolled with [MCO 1] on 1/1/24 and was told by facility that [s/he] needed to disenroll with [MCO 1] and enroll with [MCO 2] if [s/he] wanted to stay at the facilyt[sic]. [S/he] was told if [s/he] stayed with [MCO 1] [s/he] would need to move...They did not want member to move so they chose to disenroll [him/her] with [MCO 1] and enroll [him/her] with [MCO 2]. Disenrollment is 1/13/2024."

Another message, timestamped 02/12/2024 at 1:26 p.m. from Admissions Coordinator B, documented the following: "I did talk with [Representative E] and explained that one of the caregivers' mis-spoke[sic] in telling our resident that [s/he]'d need to leave if [s/he] didn't stay on [MCO 2] [s/he] absolutely should have just informed me that the resident was signing up for Family Care. It is true that the owner does not like working with [MCO 1] because of the rates that [MCO 1] pays, and we do have a tendency

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towards [MCO 2] because the care teams are more responsive to the resident and the families but also to us when we ask for someone to get reevaluated due to a decline. All of the Care Coordinators have been informed that discussing anything with residents and/or families regarding funding is to go through only me. They will be notifying the caregivers."

On 03/07/2024, Surveyor reviewed a text message screenshot, provided by Person D. The screenshot shows the following text message received by Person D: "Hey [Person D] this is [Admissions Coordinator B] with Prairie Ridge. [Care Coordinator C] just called me and said [s/he] saw a [MCO 1] folder in [Resident 1]'s room. We do not take [MCO 1]. We only take [MCO 2] so you want to give the [Aging & Disability Resource Center] a call and let them know to switch it over to [MCO 2] Easy thing to do."

On 03/07/2024, at approximately 7:03 a.m., Surveyor interviewed Admissions Coordinator B. Admissions Coordinator B reported that after the last interview with Surveyor s/he now recalled the conversation s/he had with Person D. Admissions Coordinator B reported that s/he shouldn't have told Person D that MCO 1 was not an option but s/he didn't want to give Resident 1 a 30-day notice. Admissions Coordinator B clarified that the owner, Licensee F, would not have accepted MCO 1's rate for Resident 1 and had Resident 1 stayed with MCO 1 s/he would have had to discharge him/her. Admissions Coordinator B confirmed that the provider was still contracting with MCO 1 and reported that this was because the provider wanted to have the option of being able to accept residents with funding from MCO 1. Admissions Coordinator B acknowledged

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N 355	Continued From page 6 Surveyor's concern that the provider was inconsistent in whether they accepted and allowed residents to be funded through MCO 1, and was not upfront with Resident 1 or Person D about MCO options when Resident 1 was transitioning to public funding.	N 355		