

## Frequently Asked Questions about the Long-term Care Consumer Guide Fee

**Q: I'm not familiar with this fee. What is it?**

**A:** The fee goes to support the Long-Term Care Consumer Guide web site at [www.ltc.ohio.gov](http://www.ltc.ohio.gov) and the Ohio Department of Aging's long-term care facility satisfaction surveys. Ohio Revised Code sections 173.45 through 173.49 authorizing the Long-term Care Consumer Guide may be viewed at <http://codes.ohio.gov/orc/173>.

**Q: Why should this facility pay it?**

**A:** Ohio Revised Code 173.48 authorizes the Department of Aging to charge the fee to all licensed and/or certified nursing homes and residential care facilities and states in part:

“(2) The annual fees charged under this section shall not exceed the following amounts:

(a) Six hundred fifty dollars for the customer satisfaction survey of a long-term care facility that is a nursing home;

(b) Three hundred dollars for the customer satisfaction survey pertaining to a long-term care facility that is a residential care facility.

(3) Fees paid by a long-term care facility that is a nursing facility shall be reimbursed through the Medicaid program operated under Chapter 5111 of the Revised Code.”

**Q: What happens if we do not pay?**

**A:** Past due accounts will be certified to the Attorney General's Office for collection in accordance with O.R.C. 173.55 and O.A.C. 173-45-13. Interest and collection fees increase the amount due to the State of Ohio.

**Q: We are a skilled nursing unit based in a hospital, not a nursing home. Do we still owe?**

**A:** Yes, any Medicare-certified skilled nursing facility is included.

**Why am I getting two bills from the Ohio Department of Aging?**

**A1:** If your facility is licensed as both a Nursing Home and a Residential Care Facility, you will receive a Consumer Guide invoice for *each license* regardless of whether or not the units are co-located in your facility. You may send one check for the combined amount of the fee; however, the check must be accompanied by the transmittal sheet in order to properly credit each account.

**A2:** Later this year, you will also receive an invoice from the Ohio Department of Aging for the Ohio Bed Fee collection which supports the Regional Long-Term Care Ombudsman program in your area. The bed fee is based upon the number of beds in your facility.

**Q: I did not receive an invoice for a long-term care facility.**

**A:** Visit <http://www.ltc.ohio.gov/Help.aspx> for blank transmittal forms and instructions. If you cannot find the facility on the list, email [consumerguide@age.ohio.gov](mailto:consumerguide@age.ohio.gov) with the facility name and address. A duplicate invoice will be emailed to you.

**Q: I need a W-9.**

**A:** Please email [consumerguide@age.ohio.gov](mailto:consumerguide@age.ohio.gov) with the facility name, fax number or email address and a contact person's name.

**Q: Can I send one check to pay both the Consumer Guide and the Bed Fee collections?**

**A:** No. In order for the Department of Aging to properly credit your account you must mail a separate check or money order made out to the proper account and mail it with the transmittal sheet.

**Q: Can I pay with a credit card?**

**A:** No, the Department of Aging is unable to accept credit card payment for the Consumer Guide Fee.

**Q: We have several facilities in our chain. Can our corporate office pay the Consumer Guide fee for several facilities with one check?**

**A:** Yes. A corporate office may mail one check for the combined amount of the Consumer Guide fee for more than one facility. However, the check must be accompanied by the transmittal sheet for each facility's Consumer Guide fee being paid in order to properly credit each facility's account. Checks received without all facilities' transmittal sheets will be returned to sender. Visit <http://www.ltc.ohio.gov/Help.aspx> for blank transmittal forms and instructions.

**Q: Will the Ohio Department of Aging send the invoices to our corporate office?**

**A:** No. Each facility is responsible for forwarding their invoices to the corporate office if a lump payment is desired.

**Q: I have a question that hasn't been answered. How can I get an answer?**

**A:** Email your questions to [ConsumerGuide@age.ohio.gov](mailto:ConsumerGuide@age.ohio.gov) or call Pati Presley at (614) 466-0187.