

for and use Medicare and Medicaid benefits, and how to receive refunds for previous payments covered by such benefits.

DEFINITIONS §483.10(g)(13)

“**Refunds for previous payments**” refers to refunds due as a result of Medicaid and Medicare payments when eligibility has been determined retroactively.

GUIDANCE §483.10(g)(13)

To fulfill this requirement, facility staff may use written materials issued by the State Medicaid agency and the Federal government relating to these benefits. Facilities may fulfill their obligation to orally inform residents or prospective residents about how to apply for Medicaid or Medicare by assisting them in working with the local Social Security Office or the local unit of the State Medicaid agency. Simply providing a phone number is not sufficient in assisting resident or the resident representative. Facilities are not responsible for orally providing detailed information about Medicare and Medicaid eligibility rules.

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§483.10(g)(14) Notification of Changes.

- (i) A facility must immediately inform the resident; consult with the resident’s physician; and notify, consistent with his or her authority, the resident representative(s) when there is—**
 - (A) An accident involving the resident which results in injury and has the potential for requiring physician intervention;**
 - (B) A significant change in the resident’s physical, mental, or psychosocial status (that is, a deterioration in health, mental, or psychosocial status in either life-threatening conditions or clinical complications);**
 - (C) A need to alter treatment significantly (that is, a need to discontinue an existing form of treatment due to adverse consequences, or to commence a new form of treatment); or**
 - (D) A decision to transfer or discharge the resident from the facility as specified in §483.15(c)(1)(ii).**
- (ii) When making notification under paragraph (g)(14)(i) of this section, the facility must ensure that all pertinent information specified in §483.15(c)(2) is available and provided upon request to the physician.**
- (iii) The facility must also promptly notify the resident and the resident representative, if any, when there is—**
 - (A) A change in room or roommate assignment as specified in §483.10(e)(6); or**
 - (B) A change in resident rights under Federal or State law or regulations as specified in paragraph (e)(10) of this section.**
- (iv) The facility must record and periodically update the address (mailing and email) and phone number of the resident representative(s).**

§483.10(g)(15)