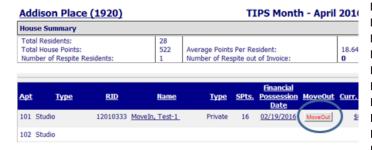
The Nine Step TIPS Move-Out Process

Log into TIPS from the Applications Tab on the Intranet.

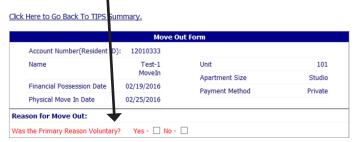
2

From TIPS Main Screen Click Move-Out button.

Tips 4 - TIPS Summary



Check box that asks if move-out reason is voluntary.



4

Check box of Primary reason.

	Move Out Form				
	Account Number(Resident ID):	12010333			
	Name	Test-1 MoveIn	Unit	101	
			Apartment Size	Studio	
	Financial Possession Date	02/19/2016	Payment Method	Private	
	Physical Move In Date	02/25/2016			
	ary Reason for Move Out	Clinical - MD sta Clinical - Spouse Dissatisfaction - Pinancial - Incre Pinancial - Less Financial - Refus Financial - V4 R Move Out Withol No Reason Giver Other - Downsiz Other - Downsiz Other - Move In Other - Move In Other - Move Ou	Care Corporation Food Hsk/Maint Other Resident Residence Staff / Managem Staff Turnover ase in LOC Expensive Location raid Related red Rate Strategy elated ut Notice Move In Ining - ALC was Done Incorrectly it was Done Incorrectly it with Family on / Moving Out of State obser To Family to Return Home ted to Move In		

Enter Charge Through Date (the date we are billing through) and click **Done.**

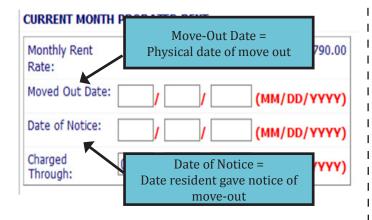


The Nine Step TIPS Move-Out Process

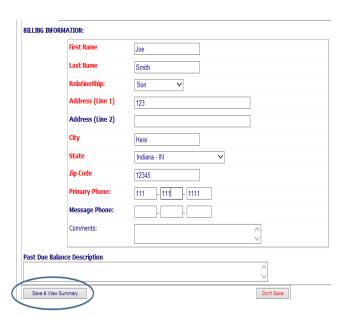
6 Select Move-Out Location from Drop Down.



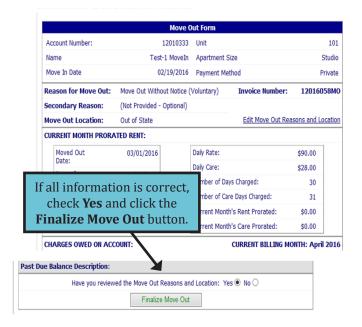
Enter Move-Out Date and Date of Notice.



Fill in Billing Information (all **Red** areas must be filled in). The person indicated will be sent the final bill/refund. Once complete, click **Save & View Summary** button.



Review Summary page to make sure all your data is correct. Once complete, answer question at bottom of the page.



TIPS Move-Out Invoice Summary FAQs





How do I enter a Move-Out Notice into TIPS?

Follow the steps on the Move-Out Process guide, but when you get to the summary page, do **NOT** click Finalize. By completing these steps prior to finalizing, the resident will show in TIPS as a **Pending** Move-Out. This step must be done every time you receive a move-out notice.

What if the resident moves out without giving notice?

The day the resident leaves the building will be the move-out and notice date. You are then to charge an additional number of days based on your states Residency Agreement, 30 days in most states. Adding those 30 days will then be the **Charge Through Date**.

What if the resident rescinds their move-out notice?

Click on the **Pending** button on the TIPS main screen and at the bottom of the page, select **Resident is not moving out.**

What if the resident moves out before the full notice period is up?

For any Voluntary move-out, the day the resident physically moves out and empties the room is the day you must move the resident out of TIPS. The last day of the notice will secure financial possession and responsibility of the room through the previously entered **Charge Through Date.**

What is a NOID?

A NOID is when we give the resident a notice that we will be issuing a discharge letter. This usually occurs due to non-payment and is called a Financial NOID. There are also Clinical NOID's and that would occur when we can no longer safely care for the resident. Those are handled via the Legal Department.

What are the steps to issue a NOID?

Once you have determined that the resident is no longer able or willing to pay, you are to discuss with your RDO and SVP any and all options for that resident. Once both the RDO and SVP approve a NOID is the proper direction, you are to contact your AR representative. We will then ask you to follow your state's proper procedures before we can issue the NOID letter. In most cases you will need to find a safe and secure discharge location for the resident.

What if the resident makes a payment after a NOID is issued?

If a payment is made after a NOID has been issued, the NOID will be voided, no matter the payment amount. Remember the ultimate goal is to have the resident pay and stay at your building.

What dates are entered in TIPS when a resident leaves after a NOID is issued?

The day the resident leaves the building will be both the **Move-Out Date** and **Charge Through Date**. The **Notice Date** will be the date **we** issued the NOID letter.

TIPS Move-Out Invoice Summary FAQs





What do I enter in TIPS when a resident passes away?

The **Move-Out Date** and **Notice Date** are both entered as the date of death. The **Charge Through Date** is the date the room is emptied. If you enter these dates and don't finalize the move-out, it will show as a **Pending** move-out in TIPS.

When do I finalize a move-out in TIPS when it's due to a death?

The resident is to be left in TIPS until the day the room is emptied. On the day the room is emptied, you are to finalize the move-out in TIPS and use that date as the **Charge Through Date**.

How is the resident/family notified of what amount is due upon move-out?

You should hand the resident/family the final move-out invoice or mail it to them. Follow up with a call to see if they have issued payment. The AR team at the Support Center also mails a copy of the final move-out invoice with a letter telling them where to send payment.

What if the resident is due a refund?

The AR team will issue a refund check via Accounts Payable within 30 days of the resident moving out of the facility.

How can I obtain a copy of the final move-out invoice?

The AR Analyst will email you a copy before we complete the move-out process in TIPS, asking you to review and approve the information. Once you have approved the information, you can print the copy that the AR Analyst sent you. Each move-out invoice is also kept in TIPS and can be viewed and printed.

What happens if a resident doesn't pay the final invoice amount?

The AR team will attempt collections for a month. If we are unsuccessful, we will then send the account to a third party collections agency.