

# The Nine Step TIPS Move-Out Process

1 Log into TIPS from the Applications Tab on the Intranet.

2 From TIPS Main Screen Click **Move-Out** button.

## Tips 4 - TIPS Summary

### Addison Place (1920) TIPS Month - April 2016

House Summary			
Total Residents:	28	Average Points Per Resident:	18.64
Total House Points:	522		
Number of Respite Residents:	1	Number of Respite out of Invoice:	0

Apt	Type	RID	Name	Type	SPTs	Financial Possession Date	MoveOut	Curr.
101	Studio	12010333	MoveIn, Test-1	Private	16	02/19/2016	MoveOut	\$
102	Studio							

4 Check box of Primary reason.

Move Out Form	
Account Number(Resident ID):	12010333
Name	Test-1 MoveIn
Unit	101
Financial Possession Date	02/19/2016
Apartment Size	Studio
Payment Method	Private
Physical Move In Date	02/25/2016
<b>Primary Reason for Move Out Select to Continue:</b> <ul style="list-style-type: none"> <li><input type="radio"/> Clinical - Family states house can not meet needs / HLOC</li> <li><input type="radio"/> Clinical - MD states should not return</li> <li><input type="radio"/> Clinical - Spouse Was Clinically Denied</li> <li><input type="radio"/> Dissatisfaction - Activities</li> <li><input type="radio"/> Dissatisfaction - Care</li> <li><input type="radio"/> Dissatisfaction - Corporation</li> <li><input type="radio"/> Dissatisfaction - Food</li> <li><input type="radio"/> Dissatisfaction - Hsk/Maint</li> <li><input type="radio"/> Dissatisfaction - Other Resident</li> <li><input type="radio"/> Dissatisfaction - Residence Staff / Management</li> <li><input type="radio"/> Dissatisfaction - Staff Turnover</li> <li><input type="radio"/> Financial - Increase in LOC</li> <li><input type="radio"/> Financial - Less Expensive Location</li> <li><input type="radio"/> Financial - Medicaid Related</li> <li><input type="radio"/> Financial - Refused Rate Strategy</li> <li><input type="radio"/> Financial - VA Related</li> <li><input type="radio"/> Move Out Without Notice</li> <li><input type="radio"/> No Reason Given</li> <li><input type="radio"/> Other - Did Not Move In</li> <li><input type="radio"/> Other - Downsizing - ALC</li> <li><input type="radio"/> Other - Move In was Done Incorrectly</li> <li><input type="radio"/> Other - Move Out was Done Incorrectly</li> <li><input type="radio"/> Other - Moved in with Family</li> <li><input type="radio"/> Other - Relocation / Moving Out of State</li> <li><input type="radio"/> Other - To Be Closer To Family</li> <li><input type="radio"/> Other - Wanted to Return Home</li> <li><input type="radio"/> Respite - Converted to Move In</li> <li><input type="radio"/> Respite - Did Not Convert</li> </ul>	

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

[Click Here to Go Back To TIPS Summary.](#)

Move Out Form	
Account Number(Resident ID):	12010333
Name	Test-1 MoveIn
Unit	101
Financial Possession Date	02/19/2016
Apartment Size	Studio
Payment Method	Private
Physical Move In Date	02/25/2016
<b>Reason for Move Out:</b>	
Was the Primary Reason Voluntary? Yes - <input type="checkbox"/> No - <input type="checkbox"/>	

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

Move Out Form	
Account Number(Resident ID):	12010333
Name	Test-1 MoveIn
Unit	101
Financial Possession Date	02/19/2016
Apartment Size	Studio
Payment Method	Private
Physical Move In Date	02/25/2016
<b>Primary Reason for Move Out:</b> Move Out Without Notice	
Charge Through Date: 03 / 31 / 2016 (MM/DD/YYYY) <b>Done</b>	
A 30-day notice is required on any voluntary resident move out per ALC Residency Agreements. If a 30-day notice was not given by the resident (or responsible party), then the charge through date must be 30 days from the 1/2Date of Notice1/2 or 1/2Move-out1/2 date. Per ALC policy, you are required to notify your RDO if you did not receive a 30-day notice and your Residence is not charging for the additional days to achieve a 30-day notice. Note: Exceptions to this policy apply for Medicaid Residents.	

# The Nine Step TIPS Move-Out Process

6

Select Move-Out Location from Drop Down.

DESTINATION LOCATION OF RESIDENT:

Move Out Location: Out of State

7

Enter Move-Out Date and Date of Notice.

**CURRENT MONTH PRORATED RENT:**

Monthly Rent Rate: 790.00

Moved Out Date:  /  /  (MM/DD/YYYY)

Date of Notice:  /  /  (MM/DD/YYYY)

Charged Through:  (YYYY)

Move-Out Date = Physical date of move out

Date of Notice = Date resident gave notice of move-out

8

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.

BILLING INFORMATION:

First Name:

Last Name:

Relationship: Son

Address (Line 1):

Address (Line 2):

City:

State: Indiana - IN

Zip Code:

Primary Phone:  -  -

Message Phone:  -  -

Comments:

Past Due Balance Description

[Save & View Summary](#)

[Don't Save](#)

9

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

Move Out Form			
Account Number:	12010333	Unit	101
Name	Test-1 MoveIn	Apartment Size	Studio
Move In Date	02/19/2016	Payment Method	Private
Reason for Move Out:	Move Out Without Notice (Voluntary)	Invoice Number:	12016058M0
Secondary Reason:	(Not Provided - Optional)		
Move Out Location:	Out of State	<a href="#">Edit Move Out Reasons and Location</a>	
<b>CURRENT MONTH PRORATED RENT:</b>			
Moved Out Date:	03/01/2016	Daily Rate:	\$90.00
		Daily Care:	\$28.00
		Number of Days Charged:	30
		Number of Care Days Charged:	31
		Current Month's Rent Prorated:	\$0.00
		Current Month's Care Prorated:	\$0.00

If all information is correct, check **Yes** and click the **Finalize Move Out** button.

CHARGES OWED ON ACCOUNT:

CURRENT BILLING MONTH: April 2016

Past Due Balance Description:

Have you reviewed the Move Out Reasons and Location: Yes ☒ No ☐

[Finalize Move Out](#)

# TIPS Move-Out Invoice Summary FAQs

Q

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

**What if the resident moves out without giving notice?**

**What if the resident rescinds their move-out notice?**

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

**What is a NOID?**

**What are the steps to issue a NOID?**

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

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

A

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.

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**.

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

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**.

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.

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.

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.

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

Q

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

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

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

**What if the resident is due a refund?**

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

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

A

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.

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**.

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.

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

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.

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.