

SECTION: ALP SERVICES

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DATE ISSUED: 3/2022 **SUPERSEDES:** 10/11/2021, 10/6/2017

NUMBER:

SUBJECT: APPLICATION REVIEW PROCESS

Responsibility	Admissions Coordinator, Director of Resident Services, & Case Manager
Attached Documents	Admission Application, Admissions Acceptance Letter, Admissions Applicant Rejection Letter, & Pre-Admission Interview
Issue/QA Approval Date	
Regulatory Reference(s)	NYCRR Title 18 488.4 Admission and Retention Standards NYCRR Title 18 494.4 Admission and Retention Standards DAL 22-15

POLICY:

Vista on 5th applicants are considered without regard to race, color, national origin, religion/creed, sex, disability, marital or domestic partnership status, sexual orientation, source of income, gender identity, citizenship or alienage status, lawful occupation, status as a victim of domestic violence, military status, or age (65+).

It is the sole responsibility of the admissions team to determine the financial and clinical eligibility of prospective clients. Clinical determinations will be made in keeping with the Department of Health’s NYCRR Title 18 Admission and Retention Standards (488.4 & 494.4).

PURPOSE:

To process all applicants and admission to Vista on 5th with equality, quality, and efficiency.

RESPONSIBLE STAFF:

Admissions Coordinator

PROCEDURE:

1. Receives referral via phone, fax, email, internet, or mail.
2. Enters the referral into PCC-CRM and uploads all documents into the CRM record under MISC.
3. Informs applicant to retrieve application and all required forms at www.vistaon5th.org if unable to retrieve online, application and all required forms can be sent via mail, fax or email.
4. Ascertain the applicant and applicants’ spouse’s veteran status.

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- a) The Admissions Coordinator calls or emails the applicant and asks if they or their spouse (current) are a veteran.
 - i. If the applicant or their spouse (current) is a veteran, the Admissions Coordinator asks for the applicant or their spouses veteran ID number.
- b) The Admission Coordinator generates the corresponding “activity” (email or call) in Point Click Care (CRM Module) and notates the applicant responses.

5. Reviews returned application and required forms for completeness, if incomplete returns to applicant &/or requests required missing documents.

6. Conducts a sex offender registry search via the state offender registry associated with the applicants current address (Link to NY’s State Registry; [Search The Official New York State Sex Offender Registry - NY DCJS](#)) for the applicant and communicates any findings to the intake committee.

7. Sends completed forms to DRS, CM and Finance, these include:

- i. Application

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- ii. Verification of Identity, U.S. Citizenship, and/or Immigration Status¹
- iii. Medical Evaluation and Mental Health Evaluation (DSS-449C)
- iv. PPD & Immunization Certification
- v. Medicare/Medicaid Card
- vi. Social Security Card
- vii. Verification of Resources (Bank & Money Market Statements, Life Insurance Cash Value, Annuities, &/or CD's)
- viii. Verification of Income (Social Security, Pension, SSI, SPP, Annuities, &/or Royalties.

8. If pre-screen interview is approved by the admissions team, Coordinator schedules a prescreen interview and sends an Outlook invite to the DRS, CM and DL_Finance with application and financial documents attached.

9. Places the admission folder and a Pre-Screen Interview form into the CM inbox located in the administration office.

¹ Accepted documents for this verification are listed at DOH-4220B.

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10. Obtains admission determination from the admissions team.

11. Informs the candidate of the determination and provides the appropriate printed notification:

- i. Applicant Acceptance Letter
- ii. Applicant Rejection Letter

If rejected the Admission Coordinator notifies the applicant that they have the right to appeal after 365 days.

Keeps and files copies of the Applicant Acceptance or Rejection Letter within the applicants CRM record in Point Click Care.

12. Monitors resident waitlist for follow up documentation (ongoing)

13. If pre-screen interview was greater than 6 months from current date:

- i. a mini-interview is set up to reassess applicant
- ii. another med evaluation and mental health exam must be completed within 30 days prior to admission date

14. If applicant requests to view apartment, sets up time to do so.

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15. Once an apartment becomes available notifies applicant based on numerical order on resident wait list and required documentation completeness.

16. Informs applicant of appropriate move in days and times:

- i. Tuesday – Thursday 10am – 2pm

17. Notifies appropriate staff via email of move-in day at least 24 hours prior to admission.

18. Initiates IS Help Desk requests for the incoming new resident for:

- ii. A Totalkare Pendant
- iii. Addition to SharePoint
- iv. Confirmation of Alexa setup

19. Prepares and provides to wellness the resident’s Medical Record (Physical binder kept in the wellness department).

Patient Account Coordinator
or Designee

- 1. Reviews all applicant financial and demographic information
 - i. Medicaid coverage
 - ii. Social security

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- iii. Birth certificate, Current U.S. passport, or other document showing identity and/or immigration status²
- iv. Resources
- v. Income
- vi. Life insurance

- 2. Informs Admissions Coordinator if there is missing documentation.
- 3. Gives the financial go-ahead to proceed with an admission after clinical acceptance (pre-screen interview).
- 4. Meets with applicant day of admission.

DRS/CM

- 1. Determines eligibility for a pre-screen interview.
- 2. Conducts pre-screen interview
- 3. Complete UAS if decision is made to process application
- 4. If applicant meets criteria based on UAS, DRS accepts application in writing on pre-admission interview form.

² Accepted documents for this verification are listed at DOH-4220B.

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Finance

1. Monitors check list for required documents and monies as decided by finance (ongoing)
2. Validates Medicaid is active on a bi-weekly basis from the resident waitlist (ongoing)

DRS/Admissions Coordinator

1. Complete apartment walkthrough and acceptance.
2. Notify maintenance and/or housekeeping of any outstanding issue.

Case Management

1. At least 24 hours prior to admission, the admission agreement is reviewed and signed.
2. Escorts applicant to view apartment if requested.