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Collectability Assessments

The Elder Care Specialists at Howard M. Kahn, P.C. enters the Resident and Facility Information into our unique debt collection system, with all pertinent dates, personal data, and comments.

Review all documents for completeness:

- Includes reviewing Resident Information face sheet and admissions agreement and all attachments
- Review for other responsible parties (children, guardians etc.)
- Review ledger amount with face sheet amount for consistency

On amounts greater than \$750, order and produce Asset Search / Credit Report:

- Enter Asset Search / Credit Report information into system database
- Analyze Asset Search / Credit Report for exempt, non-exempt assets, and bankruptcies

We review Social Security Death Index report, review for probate activities, in a county by county search, in all counties (where the resident died, lived, where facility is located and resident was hospitalized.)

We produce Probate Claim Affidavit for Executive Director / Administrator's signature.

Depending on results of Asset Search/Credit Report, determine whether a demand letter might work. If insufficient to support demand letter, we generate uncollectable letter. If a demand letter is required, we write a demand letter Certified Mail Return Receipt Requested to all of the resident's known addresses as well as all known addresses of responsible parties.

We field telephone calls from residents or responsible parties after receipt of demand letter, usually they request an itemized billing statement, and if not actual resident, such as an attorney representing the family, they request a copy of the admissions agreement and account ledger. We send all requests Certified Mail Return Receipt Requested.

At end of month – we generate:

- Uncollectable Report, for summary of write offs
- Demand Letter Report
- Suit Worthy Report for referral for suits

Prior to Suit:

- Risk management file check to review for possible counter claims
- Interface with management