



The Area's Premier Family Owned & Operated Senior Living Community

November 19, 2021

Dear Residents, Family Members and Resident Representatives,

We're pleased to report that CMS has revised its guidance to ease some of the restrictions placed on visitation. As a result, we are no longer required to limit the amount of time for each visit or the number of visitors in the building at any one time. In addition, you will no longer need to make appointments before your visits. During the visits, the same safety precautions must remain in place such as distancing and the use of PPE. In addition, we are still not allowed to visit in common areas and may not overcrowd a resident's room to a point that will not allow for social distancing. We also remind you that we have always followed visiting hours of 8am to 8pm (seven days a week).

Some of the reporting we've seen about this CMS revision would lead one to believe that the nursing homes have been requiring strict visitation restrictions and that CMS was issuing guidance to make nursing homes relax these restrictions. Actually, just the opposite is true. We were proponents of relaxing certain restrictions once our residents were fully vaccinated, but we were bound by the rules put forth by CMS. CMS released the following statement: "CMS understands that nursing home residents derive value from physical, emotional and spiritual report they receive through visitation from family and friends. In light of this, CMS is revising the guidance regarding visitation in nursing homes." It is important to us that you understand the value we have always placed on benefit our residents receive from visits with family and friends.

This is the time of year for Medicare open enrollment, and you've probably seen a barrage of advertisements touting the benefits of Medicare Advantage Plans. These plans use Medicare open enrollment as an opportunity to gain new customers. One example that comes to mind is Joe Namath telling us the benefits of Medicare Advantage as small print scrolls at the bottom of the screen.

While Medicare Advantage sounds like it's part of traditional, nonprofit Medicare, it is actually operated by commercial, for-profit insurance companies. Medicare Advantage plans tempt seniors with low upfront premiums and certain benefits, such as gym memberships. However, when Medicare Advantage recipients get sick, they often discover the insurer's "network" doesn't include a specialist they need to see. There have also been complaints about these plans refusing to authorize tests and procedures ordered by a doctor, while requiring high co-pays for the treatments that are approved.

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Sunnyside Manor
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Please be careful if someone calls, emails or mails you information encouraging you to change your Medicare benefit. You can always call Sunnyside to discuss any notices you receive about these plans. We're here to help if you need it. The fine print is so important when considering a Medicare Advantage plan for you or a parent.

Thanks to all of you for your ongoing support. Please don't hesitate to share any comments, concerns or questions. We are all in this together.

Regards,

The Keane Family