

## **Discharge Planning and Financial Arrangements**

The questions below may not apply to all programs in all settings.

- We encourage you to select those questions that make sense for your particular situation.
- There may be other questions you feel are important as well, so add them.
- Write down the responses you get.
- Ask the same questions of each program you are considering, and then compare the responses.
- If you need more information, or something is not clear, do not hesitate to call the program and ask again.

Please do not be concerned about the amount of time it may take you to ask the questions you have selected. Selecting a program that meets your needs is important. Monitoring services once they have begun is also important. Refer to this guide from time to time and reflect on how well the program staff is doing what they said they would. Ask questions you did not consider during the selection process but which become important as rehabilitation progresses.

Remember, information is power.

### **Discharge Planning**

Planning for discharge must begin at admission. It is imperative to have an understanding of what the next step is after discharge, as well as what kinds of services might be needed and their availability. Be clear about your intent to be involved in discharge decisions.

As with other information, it is important to get discharge planning commitments in writing. It is virtually impossible for anyone to tell you the particular level of recovery that will be achieved. They can, however, commit to what they will do to achieve maximum recovery.

1. What are all the possible options after discharge?
2. What is the role of the person with brain injury and their family in decisions about discharge?
3. Where do you think the person will go after discharge?
4. How and who decides when the individual is ready for discharge? What would make the program extend or shorten the anticipated discharge date? If this is done, how much notice is given, and what is the role of the individual and their family in this decision?
5. What if a person decides to leave the program with or without advance notice?
6. How does the program help research discharge options? Who does this?

7. What kinds of follow-up after discharge are provided to the person with brain injury? What kinds of follow-up are offered to the family? Why is follow-up offered? How long is follow-up offered? What are the charges for this service?

8. What is the average length of stay?

9. How do I get a complete set of records for my files upon discharge? Is there a charge for this? How Much and who pays?

10. Where are people with brain injury the program served in the past?

11. What happens if the place the person is expected to go after discharge falls through?

12. What happens if it appears the person has no discharge options except with family and the family is unable to provide the care or supervision needed, or for any other reason they feel they are not a viable discharge option?

13. What does the program do to locate affordable community housing with a package of supports provided by a variety of state and community agencies to afford the individual the opportunity to live independently (i.e., transportation, recreation, vocational, educational and personal assistance)?

## **Financial Responsibilities and Arrangements**

People with brain injuries have had to leave programs before they are ready because their funding has been exhausted. Large unexpected bills for rehabilitation services have surprised many people and dramatically changed their financial stability and status.

The best way to prevent these occurrences is to stay informed about your continuing financial strains both with the program and with your funding source.

1. What is the daily cost of the program?
2. What does this include (room & board, medications, physician services, therapy, transportation, etc.
3. What services are billed as extra (i.e., telephone, laundry)?
4. How are charges calculated (i.e., per diem, per unit)?
5. What agreement does the program have with my funding source?
6. What do I need to do to get copies of all correspondence (including bills submitted and payments rendered) between the program and my funding source?
7. Who is billed for services my funding source will not pay for? What happens if the second source does not pay?
8. Am I (or is my insurance) billed for services which are planned or scheduled but not provided (i.e., if a therapy session is missed)?
9. What sources of funding does the program accept?
10. How do home visits or other leaves of absence affect payment? Is there a bed hold charge? If so, who is expected to pay if insurance will not?
11. What assistance does the program offer to determine which other public or private insurance and financial benefits the individual may be eligible for? How will they help you apply and follow the application process for these?