Care Rights · Fictional rehearsal · Call 1 of 3

Facility placement

Riley wants a place close enough for their partner to visit. The facility says it sent a referral. Riley has not seen a response from the receiving provider.

Start with · The current facility's discharge planner or social worker

> "Riley would like to stay close to their partner. Can we check where the referral stands and what Riley can choose next?"

Questions to practice

1. Which provider received the referral? Has someone there reviewed Riley's latest care assessment?
2. Has the receiving provider accepted Riley in writing? If it needs more information, which item and who can supply it?
3. Who will bring the answer back to Riley before anyone agrees to a move?

Evidence to ask for

The referral and its date, the assessment version sent, and the receiving provider's written response. Record a listed bed, a referral and a confirmed acceptance separately.

Before ending the call

Ask the discharge planner to name the receiving admissions contact and agree who will verify the answer with Riley.

Your practice result

- ☐ No answer yet
- ☐ Told me
- ☐ Sent part of it
- ☐ Sent me to someone else
- ☐ Promised to send
- ☐ Showed me where it's written

What did you ask and learn? Include any document and page.

Who will do what, and by when?

What remains unknown for Riley?

Optional feedback for Care Rights

What could this sheet have helped you ask?

Insurer submission

Riley wants to know whether the plan received a new request for continued therapy. Someone said it was sent. Riley has no acknowledgment for this request.

Start with · The insurer's authorization intake office

> "I'm trying to verify one new request. Could you check whether you received it and tell me which dates and services it names?"

Questions to practice

1. Can you match a receipt or reference number to this particular request and tell me when it arrived?
2. Which services and dates does it cover? Is it awaiting review, missing information or already decided?
3. If you cannot find it, which submitting office should provide transmission proof? Can we get your response in writing?

Evidence to ask for

The new request, its matching acknowledgment, and any written response. Keep any earlier appeal letter separately. A receipt shows a request arrived. A decision gives the plan's answer.

Before ending the call

Ask who will obtain the receipt or confirm what is missing and who will send Riley the written response.

Your practice result

- ☐ No answer yet
- ☐ Told me
- ☐ Sent part of it
- ☐ Sent me to someone else
- ☐ Promised to send
- ☐ Showed me where it's written

What did you ask and learn? Include any document and page.

Who will do what, and by when?

What remains unknown for Riley?

Optional feedback for Care Rights

What could this sheet have helped you ask?

Care Rights · Fictional rehearsal · Call 3 of 3

Revised billing statement

Riley's first fictional statement shows a $150 credit. The revision for the same service period shows a balance $150 higher. There is no explanation attached.

Start with · The facility's billing or accounts receivable office

> "I have two statements for the same period. Could we trace the $150 change and identify the record that explains it?"

Questions to practice

1. Which version is current? Can we line up the dates of service, charges, payments and credits on the two statements?
2. Was the credit moved, reversed or omitted? Which dated ledger entry and agreement explain that change?
3. Who can send the itemized explanation? If anyone says collection activity is paused, where is that confirmed in writing?

Evidence to ask for

Both dated statements, the itemized ledger, payment or credit records and the relevant agreement. Record the balance difference and keep the reason open until the records explain it.

Before ending the call

Ask the billing office to name the person reconciling the two versions and agree when Riley can expect the written explanation.

Your practice result

- ☐ No answer yet
- ☐ Told me
- ☐ Sent part of it
- ☐ Sent me to someone else
- ☐ Promised to send
- ☐ Showed me where it's written

What did you ask and learn? Include any document and page.

Who will do what, and by when?

What remains unknown for Riley?

Optional feedback for Care Rights

What could this sheet have helped you ask?