

# ASSISTING SENIOR CONSUMERS BY REQUIRING DISCLOSURE OF ENTRANCE FEES AT CCRC'S

S478

Senator Lovely

## WHAT THE BILL DOES:

Requires Continuing Care Retirement Communities (CCRC) to disclose policies regarding entrance fees clearly for enrollees.

## BACKGROUND

The number of seniors who live in Continuing Care Retirement Communities (CCRC's) increases annually in Massachusetts as many elders choose to age in their communities.

**CCRC's** provide housing, meals and personal care services in a variety of settings located in one campus, including independent living facilities, assisted living residences with personal care services and nursing home care.

## WHAT PROBLEM DOES THE BILL FIX:

When seniors enroll in a CCRC, they are required to complete a number of forms and pay a significant entrance fee. Additional fees are also charged monthly or during the senior's stay at the CCRC. The entrance fee itself (or a portion of the fee) is meant to be returned to the senior or the family when the resident moves out or passes away. Although the senior or the family expect to have the entrance fee returned at that point, this is not usually the case. The fee is repaid, according to many policies, after the unit the senior was residing in is rented to another occupant. Many seniors and family members are left unclear about this process when the time comes, creating significant confusion and frustration for seniors and families. In some instances, the delay in the return of the fee can disrupt a senior's ability to move to another facility or receive care elsewhere.

## HOW THE BILL ADDRESSES THE PROBLEM:

In an effort to ensure that seniors and their families receive clear information about the policies surrounding the return of the CCRC entrance fee, this legislation will require all CCRC's to provide a separate agreement to the senior upon enrollment that clearly states the fee and the facility's policy for returning that fee. The intent is to ensure that seniors are better informed as consumers as they enter into a contract with a CCRC.



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