To: Skilled Nursing Facility Provider

From: Ohio Living Home Health & Hospice

Re: Hospice Room and Board Reimbursement

Thank you for enabling Ohio Living Home Health & Hospice to serve our common patient in your facility.

This communication is intended to provide and request information to enable our corporate office to process hospice room and board reimbursement disbursements to organization on a timely basis.

***What does Ohio Living need to issue payment for our hospice room and board patients?***

* Please send us a completed IRS Form W-9 as well as the Hospice Room and Board SNF Billing Contact Information form.
* We will also need to have been provided a signed Residential Hospice Agreement Nursing Facilities.

***How do we contact Ohio Living if we have Room and Board billing questions?***

* You can direct all questions to the following room and board email box:
  + [HospiceRB@ohioliving.org](mailto:HospiceRB@ohioliving.org)

***Should we send an invoice, or will we receive an invoice to approve from Ohio Living?***

* Using the billing contact information you provide Ohio living will email monthly invoices by the 10th business day of the month for your review and approval.
* Please review the invoice, sign, and return the approved invoice to [HospiceRB@ohioliving.org](mailto:HospiceRB@ohioliving.org) .
* If there are any discrepancies, make note of them on the invoice or reach out to [HospiceRB@OhioLiving.org](mailto:HospiceRB@OhioLiving.org).

***What if we need to speak directly to an Ohio Living billing representative?***

* Call 800-686-7800 select option 1 for Billing then opt 2 for Home Health Hospice and ask to speak with a Hospice Accounts Receivable Coordinator.
* If a representative is not available, you can leave a message and we will call you back as soon as possible.

If you have any questions or need any addition information, please do not hesitate to contact us. We look forward to working together and building a great relationship.

Sincerely,  **Ohio Living Home Health & Hospice**