

## Long-Term Care Survey Alert

### **SURVEY MANAGEMENT TIP: Read Between The Lines To Nail Down Fines, Compliance Deadlines**

**Here's one form letter you never want to toss.**

If your eyes glaze over when you read the cover letter that accompanies the CMS 2567, you may be missing vital information about the facility's survey fate.

"The letter looks like a bureaucratic form letter, so some people don't pay that much attention to it," observes **Eleanor Alvarez**, a survey expert in Columbus, OH. "But it contains invaluable information about fines and sanctions as well the various deadlines which need to be met," Alvarez points out.

Chicago attorney **Matthew Murer** agrees, noting that "sometimes people get so used to seeing the cover letter that they don't read it carefully." The cover letter can change and include new information, Murer cautions.