

ACTS
Retirement-Life
Communities®

October 14, 2015

Dear Resident:

One of our major projects during this past year has been a transition to a new system for both our medical and residential billing processes. The effort has been very successful and a key impact has been the opportunity to redesign the monthly statement that you receive. Beginning with the October statement, distributed in early November, you will receive a statement that reflects these changes. We believe we have created a document that is much easier to read and understand and we are hopeful that you will agree.

Let me point out a few significant changes:

- Your current statement has two columns in the detail section labelled "Billed to Insurance". These have been eliminated but any details related to medical charges will be available from the administration office or here at the home office. Medical charges that are the responsibility of the resident will continue to be presented in current charges and identified as such.
- Any late fee incurred is listed only in the summary section, not in current charges.
- Any payments you have made appear only in the summary section.

On the other side of this letter is a copy of the new format with test data and descriptions of some areas of the form that we thought would be helpful. Much of what you will see will look familiar and along with your community administration we can answer any questions you might have.

Thank you!



Rick Winter
VP of Finance/Controller

ACTS Retirement-Life Communities, Inc.®

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Phone: 215-661-8330 Fax: 215-661-8336

www.ACTSretirement.org



Invoice	Invoice Date	Please Pay this Amount
46496-08/01/2015	08/01/2015	\$ 4,461.58

Payment is due 5 days from the statement date

Bill is for services provided to:
Neil Armstrong
1234 Brittany Pointe

Unique Invoice numbers
now appear at top and
bottom of statements

Please send payments to:
Brittany Pointe Estates
1001 Valley Forge Road
Lansdale, PA 19446



Return this portion with your check made payable to ACTS Retirement-Life Communities, Inc.

Balance Forward	Payments	Late Fees	Current Charges	Balance Due
\$ 2,729.62	\$ 2,729.62	\$ 0.00	\$ 4,461.58	\$ 4,461.58

Statement Of Current Charges:

Date Of Service	Location	Units/Days	Description	Current Charges
08/01/2015	XXX	1.00	Monthly Fee	\$ 2,726.00
08/01/2015	XXX	1.00	Second Person Fee	\$ 1,550.00
08/01/2015	XXX	1.00	Flex Meal - Single	-\$ 50.00
07/09/2015	XXX	1.00	CNA 4 Hrs Regular Weekday	\$ 86.00
07/16/2015	XXX	1.00	CNA 4 Hrs Regular Weekday	\$ 86.00
08/18/2015	XXX	2.00	Resident Trip - Phila Art Museum	\$ 50.00
07/2015	XXX	1.00	Laundry WBC Wkly	\$ 12.00
07/2015	XXX	2.00	NSS Unit dose (Bullett) 3 ml	\$ 0.50
07/2015	XXX	1.00	Ointment, Triple Anti Foilpack	\$ 0.25
07/2015	XXX	1.00	Telephone Service	\$ 0.83
Total Current Charges				\$ 4,461.58

Location:
Will reflect location of service
ILU - Independent Living
OBT- Oakbridge Terrace
WBC- Willowbrooke Court

Second Person Fee is
now broken out from the
Monthly Fee

For additional charge details, please contact administration

Invoice# 46496-08/01/2015

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