By Senator Saunders

1

3

4

5

6

7

8

9

10

11

12

13

14

15

1617

1819

20

2.1

22

23

24

2.5

26

27

28

29

37-03749-08 20082698

A bill to be entitled

An act relating to continuing care contracts; amending s. 651.026, F.S.; requiring continuing care providers to provide additional information in annual reports to the Office of Insurance Regulation; applying financial viability assessment measures to an operator under certain circumstances; amending s. 651.0261, F.S.; authorizing the office to require providers to file quarterly financial statements under certain circumstances; amending s. 651.051, F.S.; permitting the removal of certain assets and records of a provider from the state if certain notice is provided to the residents' council; amending ss. 651.081 and 651.083, F.S.; providing additional rights relating to financial accountability by the provider for residents of continuing care facilities; amending s. 651.085, F.S.; revising provisions relating to quarterly meetings between residents and the governing body of the provider; amending s. 651.091, F.S.; requiring continuing care facilities to provide certain information to the public; revising the time period within which the facility is required to provide an annual report to the residents' organization; amending s. 651.105, F.S.; authorizing the office to require additional information from the provider during examinations and inspections; amending s. 651.106, F.S.; requiring the office to provide notice prior to denying, suspending, or revoking certificates of authority under certain circumstances; amending s. 651.1151, F.S.; authorizing the office to require providers to submit certain contracts for review; providing that actions

37-03749-08 20082698

omitted by the office in response to petition by a residents' organization or resident are subject to review under ch. 120, F.S., under certain circumstances; providing an effective date.

3435

30

31

32

33

Be It Enacted by the Legislature of the State of Florida:

3637

38

39

40

41

42 43

44

45

46

47

48

49

50

51

52

53

54

55

56

57

Section 1. Subsections (2) and (3) of section 651.026, Florida Statutes, are amended to read:

651.026 Annual reports.--

- (2) The annual report shall be in such form as the commission prescribes and shall contain at least the following:
- (a) Any change in status with respect to the information required to be filed under s. 651.022(2).
- (b) Financial statements audited by an independent certified public accountant, which shall contain, for two or more periods if the facility has been in existence that long, the following:
- 1. An accountant's opinion and, in accordance with generally accepted accounting principles:
  - a. A balance sheet;
  - b. A statement of income and expenses;
  - c. A statement of equity or fund balances; and
  - d. A statement of changes in cash flows; and
- e. If the provider's financial statements are consolidated with those of another entity, a consolidating balance sheet and consolidating statements of income and expenses, equity or fund balances, and cash flows, which report in separate columns the

37-03749-08 20082698

separate data for each entity, the eliminations, and the consolidated data.

- 2. Notes to the financial statements considered customary or necessary to full disclosure or adequate understanding of the financial statements, financial condition, and operation.
- 3. A supplemental statement of income and expenses indicating by department cost center, pursuant to s. 651.085(4), the income and expenses of each department in sufficient detail to present to the residents a meaningful summary of operations for each reporting period and with sufficient consistency to permit period-to-period comparison by the residents.
  - (c) The following financial information:
- 1. A detailed listing of the assets maintained in the liquid reserve as required in s. 651.035 and in accordance with part II of chapter 625;
- 2. An itemized A schedule of giving additional information relating to property, plant, and equipment having an original cost of at least \$25,000, so as to show in reasonable detail with respect to each separate facility original costs, accumulated depreciation, net book value, appraised value or insurable value and date thereof, insurance coverage, encumbrances, and net equity of appraised or insured value over encumbrances. Any property not used in continuing care shall be shown separately from property used in continuing care;
- 3. The level of participation in Medicare or Medicaid programs, or both;
- 4. A statement of all fees required of residents, including, but not limited to, a statement of the entrance fee charged, the monthly service charges, the proposed application of

37-03749-08 20082698

the proceeds of the entrance fee by the provider, and the plan by which the amount of the entrance fee is determined if the entrance fee is not the same in all cases; and

- 5. Any change or increase in fees <u>and any change or</u>

  <u>decrease in when the provider changes either the scope of, or the rates for, care or services, regardless of whether the change in fees involves the basic <u>rates and services rate</u> or only those services available at additional costs to the resident.</u>
- 6.a. If the provider has more than one certificated facility, it shall submit a statement of operations for each facility as supplemental information to the audited financial statements required as part of the annual report.
- b. If the provider has operations that are not Florida certificated facilities, the provider shall also submit as supplemental information to the audited financial statements, balance sheets, statements of changes in equity, and statements of cash flows for each Florida certificated facility.
- (d) Such other reasonable data, financial statements, and pertinent information as the commission or office may require with respect to the provider or the facility, or its directors, trustees, members, branches, subsidiaries, or affiliates, to determine the financial status of the facility, and the management capabilities of its managers and owners, and the provider's substantial compliance with the continuing care contract filed with the office pursuant to s. 651.091(3).
- (e) Each facility shall file with the office annually, together with the annual report required by this section, a computation of its minimum liquid reserve calculated in

37-03749-08 20082698

accordance with s. 651.035 on a form prescribed by the commission.

- (3) The commission shall adopt by rule meaningful measures of assessing the financial viability of a provider and, if a separate entity, an operator. The rule may include the following factors:
  - (a) Debt service coverage ratios.
  - (b) Current ratios.
  - (c) Adjusted current ratios.
  - (d) Cash flows.
    - (e) Occupancy rates.
    - (f) Other measures, ratios, or trends.
    - (g) Other factors as may be appropriate.

Section 2. Section 651.0261, Florida Statutes, is amended to read:

651.0261 Quarterly statements.——If the office finds, pursuant to rules of the commission, that such information is needed to properly monitor the financial condition of a provider or facility or is otherwise needed to protect the interests of the facility's residents or the public interest, the office shall may require the provider to file, within 45 days after the end of each fiscal quarter, a quarterly unaudited financial statement of the provider or of the facility in the form prescribed by the commission by rule. The commission may by rule require all or part of the statements or filings required under this section to be submitted by electronic means in a computer-readable form compatible with the electronic data format specified by the commission. The provider shall deliver to the president or chair of the residents' organization a complete copy of each such

37-03749-08 20082698

quarterly statement within 10 days after the statement is filed with the office.

Section 3. Section 651.051, Florida Statutes, is amended to read:

651.051 Maintenance of assets and records in state.—No records or assets may be removed from this state by a provider unless the office consents to such removal in writing before such removal. Such consent shall be based upon the provider's submitting satisfactory evidence that the removal will facilitate and make more economical the operations of the provider and will not diminish the service or protection thereafter to be given the provider's residents in this state. Prior to such removal, the provider shall give notice to the president or chair of the facility's residents' council. If such removal is part of a cash management system which has been approved by the office, disclosure of the system to the residents' council shall meet the notification requirements.

Section 4. Subsection (2) of section 651.081, Florida Statutes, is renumbered as subsection (3), and a new subsection (2) is added to that section to read:

651.081 Continuing care facilities residents' organizations.--

(2) Residents have the right, exercisable through a residents' organization, to full accountability by the provider and operator for the finances of the facility, including all uses of residents' monthly maintenance fees. If the facility has a residents' organization, the provider and operator shall provide the residents' organization with the following:

37-03749-08 20082698

(a) At least quarterly, an accounting of receipts, expenses, and other uses of funds, by department cost center, as required under s. 651.085(4).

- (b) Any accounting or financial information and an explanation thereof requested by the residents' organization for a specified account or item.
- (c) The accounts and records of the facility, for examination by the residents' organization or by such individuals or firms as the residents' organization may choose to make such examinations on its behalf.

Section 5. Paragraph (c) of subsection (1) of section 651.083, Florida Statutes, is amended, and paragraphs (h) and (i) are added to subsection (1) of that section, to read:

651.083 Residents' rights.--

- (1) No resident of any facility shall be deprived of any civil or legal rights, benefits, or privileges guaranteed by law, by the State Constitution, or by the United States Constitution solely by reason of status as a resident of a facility. Each resident of a facility has the right to:
- (c) Unrestricted private communication, including receiving and sending unopened correspondence  $\underline{\text{by electronic and all other}}$  means.
- (h) Full accountability for the finances of the facility, recognizing that monthly maintenance fees are resident funds to be used only for the benefit of residents and accounted for as such in a consistent format that allows residents to make period-to-period comparisons.

200

201

202

204

205

206

207

208

209210

211

212

213

214

215

216

217

218

219

220

221

222

223

224

225

226

227

37-03749-08 20082698

(i) Receive advance notice of all proposed changes in fees, services, procedures, and policies that may affect the finances or welfare of residents.

Section 6. Section 651.085, Florida Statutes, is amended to read:

- 651.085 Quarterly meetings between residents and the governing body of the provider; resident representation before the governing body of the provider.--
- The governing body of a provider, or the designated representative of the provider, shall hold quarterly meetings with the residents of the continuing care facility for the purpose of free discussion of subjects including, but not limited to, income, expenditures, and financial trends and problems as they apply to the facility, as well as disclosure and  $\frac{1}{2}$ discussion of all on proposed changes in policies, programs, and services. Upon request of the residents' organization, a member of the governing body of the provider, such as a board member, a general partner, or a principal owner shall attend such meetings. Residents shall be entitled to at least 7 days' advance notice of each quarterly meeting. During the advance notice period, the An agenda and any materials that will be distributed by the governing body or representative of the provider shall be posted in a conspicuous place at the facility and shall be available upon request to residents of the facility. The office shall request verification from a facility that quarterly meetings are held and open to all residents when it receives a complaint from the residents' council that a facility is not in compliance with the provisions of this subsection. In addition, a facility shall report to the office in the annual report required under s.

229

230

231

232

233

234

235

236

237

238

239240

241242

243

244

245

246

247

248

249

250

251

252

253

254

255

256

37-03749-08 20082698

651.026 the dates on which quarterly meetings were held during the reporting period.

- (2) A residents' organization formed pursuant to s. 651.081, members of which are elected by the residents, may designate a resident to represent them before the governing body of the provider or organize a meeting or ballot election of the residents of the facility to determine whether to elect a resident to represent them before the governing body of the provider. If a residents' organization as described in s. 651.081 does not exist, any resident may organize a meeting or ballot election of the residents of the facility to determine whether to elect a resident to represent them before the governing body and, if applicable, elect the representative. The residents' organization, or the resident that organizes a meeting or ballot election to elect a representative, shall give all residents of the facility notice at least 10 business days before the meeting or election. Notice may be given through internal mailboxes, communitywide newsletters, bulletin boards, in-house television stations, and other similar means of communication. An election of the representative is valid if at least 40 percent of the total resident population participates in the election and a majority of the participants vote affirmatively for the representative. The initial designated representative elected under this section shall be elected to serve for a period of at least 12 months.
- (3) If the provider holding the certificate of authority for a facility and the operator of the facility are different individuals or entities, the residents' organization is entitled, upon request, to designate a majority of the voting members of

37-03749-08 20082698

the governing body of the operator. The designated voting members representative shall be notified at least 14 days in advance of all meetings any meeting of the full governing body and at which proposed changes in resident fees or services will be discussed. The representative shall be entitled invited to attend the entire meeting and participate in discussions of all matters considered during the meeting that portion of the meeting designated for the discussion of such changes. Minutes of all meetings of the operator of the facility shall be available to the residents for inspection in the facility's office and copies shall be furnished to residents upon request and payment of a reasonable charge to cover copying costs.

(4) At a quarterly meeting prior to the implementation of any increase in the monthly maintenance fee, the designated representative of the provider must provide the reasons, by department cost centers, for any increase in the fee that exceeds the most recently published Consumer Price Index for all Urban Consumers, all items, Class A Areas of the Southern Region.

Nothing in this subsection shall be construed as placing a cap or limitation on the amount of any increase in the monthly maintenance fee, establishing a presumption of the appropriateness of the Consumer Price Index as the basis for any increase in the monthly maintenance fee, or limiting or restricting the right of a provider to establish or set monthly maintenance fee increases, provided the proposed increases and the reasons for the increases are fully and accurately disclosed to the residents in advance.

Section 7. Section 651.091, Florida Statutes, is amended to read:

2.97

37-03749-08 20082698

651.091 Availability, distribution, and posting of reports and records; requirement of full disclosure.--

- (1) Each continuing care facility shall maintain as public information, available upon request, records of all cost and inspection reports pertaining to that facility that have been filed with or issued by any governmental agency. A copy of each such report shall be retained in such records for not less than 5 years from the date the provider notifies the residents' organization in writing that the report has been is filed or issued. Each facility shall also maintain as public information, available upon request, all annual reports statements that have been filed with the office.
  - (2) Every continuing care facility shall:
- (a) Display the certificate of authority in a conspicuous place inside the facility.
- (b) Post in a prominent position in the facility so as to be accessible to all residents and to the general public a concise summary of the last examination report issued by the office, with references to the page numbers of the full report noting any deficiencies found by the office, and the actions taken by the provider to rectify such deficiencies, indicating in such summary where the full report may be inspected in the facility.
- (c) Post in a prominent position in the facility so as to be accessible to all residents and to the general public a summary of the latest annual report statement, indicating in the summary where the full annual report statement may be inspected in the facility. Listings, with summaries, A listing of any

37-03749-08 20082698

proposed changes in policies, programs, and services shall also be posted at least 30 days before the changes are effective.

- (d) Distribute a copy of the full annual report statement to the president or chair of the residents' council within  $\underline{10}$  30 days after the filing of the annual report with the office, and designate a staff person to provide explanation thereof.
- (e) Notify the residents' council of any plans filed with the office to obtain new financing, additional financing, or refinancing for the facility and of any applications to the office for any expansion of the facility. If the new financing, additional financing, or refinancing will or may increase residents' financial obligations or otherwise be detrimental to their interests, the provider shall also deliver to the residents' council, within 10 days after submitting any information to the office pursuant to s. 651.019, a full and accurate summary of the information submitted.
- (3) Before entering into a contract to furnish continuing care, the provider undertaking to furnish the care, or the agent of the provider, shall make full disclosure, and provide copies of <u>all</u> the disclosure documents to the prospective resident or his or her legal representative, <u>including</u>, but not limited to, the then-current versions of the following <u>information</u>:
  - (a) The contract to furnish continuing care.
  - (b) The summary listed in paragraph (2)(b).
- (c) All ownership interests, and lease agreements, and every other agreement between the provider and a person or entity related to the provider pursuant to s. 651.1151(1), including information specified in s. 651.022(2)(b)8.

37-03749-08 20082698

(d) In keeping with the intent of this subsection relating to disclosure, the provider shall make available for review, master plans approved by the provider's governing board and any plans for expansion or phased development, to the extent that the availability of such plans will not put at risk real estate, financing, acquisition, negotiations, or other implementation of operational plans and thus jeopardize the success of negotiations, operations, and development.

- (e) Copies of the rules and regulations of the facility and an explanation of the responsibilities of the resident.
- (f) The policy of the facility with respect to admission to and discharge from the various levels of health care offered by the facility.
- (g) The amount and location of any reserve funds required by this chapter, and the name of the person or entity having a claim to such funds in the event of a bankruptcy, foreclosure, or rehabilitation proceeding.
- (h) A copy of the resident's rights as described in s. 651.083.

363 364

367

369

370

342343

344

345

346

347

348

349

350

351352

353

354

355

356

357

358

359

360

361362

disclosure document to be used shall be filed with <u>and reviewed</u>

<u>by</u> the office prior to its use. <u>Within 45 days after receipt of</u>

A true and complete copy of the full initial, revised, or amended

the disclosure document, the office shall notify the provider in writing of its acceptance of the disclosure document or notify

the provider in writing of its objections to the document. A

resident or prospective resident or his or her legal

representative shall be permitted to inspect the full reports  $% \left( \frac{1}{2}\right) =\frac{1}{2}\left( \frac{1}{2}\right) +\frac{1}{2}\left( \frac{1$ 

referred to in paragraph (2)(b); the charter or other agreement

372

373

374

375

376

377

378

379

380

381

382

383

384

385

386

387

388

389 390

391

392

393

394

395

396

397

398

399

37-03749-08 20082698

or instrument required to be filed with the office pursuant to s. 651.022(2), together with all amendments thereto; and the bylaws of the corporation or association, if any. Upon request, copies of the reports and information shall be provided to the individual requesting them if the individual agrees to pay a reasonable charge to cover copying costs.

Section 8. Subsection (1) of section 651.105, Florida Statutes, is amended, subsections (2) through (4) are renumbered as subsections (3) through (5), respectively, and a new subsection (2) is added to that section, to read:

651.105 Examination and inspections. --

The office may at any time, and shall at least once every 3 years, examine the business of any applicant for a certificate of authority and any provider engaged in the execution of care contracts or engaged in the performance of obligations under such contracts, in the same manner as is provided for examination of insurance companies pursuant to s. 624.316. Such examinations shall be made by a representative or examiner designated by the office, whose compensation will be fixed by the office pursuant to s. 624.320. Routine examinations may be made by having the necessary documents submitted to the office; and, for this purpose, financial documents and records conforming to generally commonly accepted accounting principles and practices, as required under s. 651.026, will be deemed adequate. The final written report of each such examination shall be filed with the office and, when so filed, will constitute a public record. Any provider being examined shall, upon request, give reasonable and timely access to all of its records. The representative or examiner designated by the office may at any

37-03749-08 20082698

time examine the records and affairs and inspect the physical property of any provider, whether in connection with a formal examination or not.

- (2) The office shall issue and require examiners to follow a comprehensive checklist to use when evaluating continuing care retirement communities. The checklist shall include, but not be limited to, a statement verifying that the provider has made all required disclosures and that all required documents have been submitted to the office.
- Section 9. Section 651.106, Florida Statutes, is amended to read:
- 651.106 Grounds for discretionary refusal, suspension, or revocation of certificate of authority.—The office, in its discretion, after giving notice, may deny, suspend, or revoke the provisional certificate of authority or the certificate of authority of any applicant or provider if it finds that any one or more of the following grounds applicable to the applicant or provider exist:
- (1) Failure by the provider to continue to meet the requirements for the authority originally granted.
- (2) Failure by the provider to meet one or more of the qualifications for the authority specified by this chapter.
- (3) Material misstatement, misrepresentation, or fraud in obtaining the authority, or in attempting to obtain the same.
  - (4) Demonstrated lack of fitness or trustworthiness.
- (5) Fraudulent or dishonest practices of management in the conduct of business, including misrepresentation of any reason for an increase in monthly maintenance fees.
  - (6) Misappropriation, conversion, or withholding of moneys.

37-03749-08 20082698

(7) Failure to comply with, or violation of, any proper order or rule of the office or commission or violation of any provision of this chapter.

- (8) The insolvent condition of the provider or the provider's being in such condition or using such methods and practices in the conduct of its business as to render its further transactions in this state hazardous or injurious to the public.
- (9) Refusal by the provider to be examined or to produce its accounts, records, and files for examination, or refusal by any of its officers to give information with respect to its affairs or to perform any other legal obligation under this chapter when required by the office.
- (10) Failure by the provider to comply with the requirements of s. 651.026 or s. 651.033.
- (11) Failure by the provider to maintain escrow accounts or funds as required by this chapter.
- (12) Failure by the provider to meet the requirements of this chapter for disclosure of information to residents concerning the facility, its ownership, any agreement, including a lease, between the provider or operator and a person or entity related to the provider pursuant to s. 651.1151(1), its management, its development, or its financial condition or failure to honor its continuing care contracts.
- (13) Any cause for which issuance of the license could have been refused had it then existed and been known to the office.
- (14) Having been found guilty of, or having pleaded guilty or nolo contendere to, a felony in this state or any other state, without regard to whether a judgment or conviction has been entered by the court having jurisdiction of such cases.

37-03749-08 20082698

(15) In the conduct of business under the license, engaging in unfair methods of competition or in unfair or deceptive acts or practices prohibited under part IX of chapter 626.

(16) A pattern of bankrupt enterprises.

Revocation of a certificate of authority under this section does not relieve a provider from the provider's obligation to residents under the terms and conditions of any continuing care contract between the provider and residents or the provisions of this chapter. The provider shall continue to file its annual statement and pay license fees to the office as required under this chapter as if the certificate of authority had continued in full force, but the provider shall not issue any new continuing care contracts. The office may seek an action in the circuit court of Leon County to enforce the office's order and the provisions of this section.

Section 10. Section 651.1151, Florida Statutes, is amended to read:

651.1151 Administrative, vendor, and management contracts.--

(1) The office shall may require a provider to submit for review any contract for administrative, vendor, or management services if the office has information or believes that any party to a contract is and belief that a provider has entered into a contract with an affiliate of the provider, an entity controlled by the provider, or an entity controlled by an affiliate of the provider, or is otherwise related to the provider, if that relationship or the contract itself, including any renewals or extensions thereof, has not been disclosed to the office and to

37-03749-08 20082698

the residents of the facility. The office shall determine whether or not the contract creates or fosters a conflict of interest or imposes direct or indirect payment and other obligations detrimental to the facility or its residents which has not been disclosed to the office or which contract requires the provider to pay a fee that is unreasonably high in relation to the service provided.

- or the residents' organization confirms to the office that the contract has not been disclosed to the residents After review of the contract, the office shall may order the provider to cancel the contract in accordance with the terms of the contract and applicable law if it determines that the fees to be paid are so unreasonably high as compared with similar contracts entered into by other providers in similar circumstances that the contract is detrimental to the facility or its residents.
- (3) If, after reviewing a contract, the office determines that the contract does not create or foster a conflict of interest or impose obligations detrimental to the facility or its residents, the office shall issue an order approving the contract, stating the reasons for its action, and shall promptly notify the facility's residents' organization of its order. However, if the office determines that the contract creates or fosters a conflict of interest or imposes obligations detrimental to the facility or its residents, the office shall order the provider to cancel the contract and promptly notify the facility's residents' organization of its order.
- $\underline{(4)}$  (3) Any contract with an affiliate, an entity controlled by the provider, or an entity controlled by an affiliate of the

37-03749-08 20082698

provider for administrative, vendor, or management services entered into or renewed after October 1, 1991, shall contain a provision that the contract shall be canceled upon issuance of an order by the office pursuant to this section. A copy of the current management services contract, pursuant to this section, if any, must be on file in the marketing office or other accessible area to residents and the appropriate resident organizations.

<u>(5) (4)</u> Any action of the office under this section, including failure to act when petitioned by the residents' organization or a resident of the facility, is subject to review pursuant to the procedures provided in chapter 120.

Section 11. This act shall take effect July 1, 2008.