



## Kentucky State Long-Term Care Ombudsman Program

**To:** Nursing Facility Providers

**From:** Sherry Culp, Kentucky State Long-Term Care Ombudsman

**Subject:** Clarification on Transfer or Discharge Notices to KY State Long-Term Care Ombudsman

**Date:** 6/2/2025

Federal administrative regulation, [42 CFR 483.15](#), is the governing regulation for facility admission, transfer, and discharge rights. 42 CFR 483.15(c)(3)(i) requires, in part, that before a facility transfers or discharges a resident, the facility must “notify the resident and the resident’s representative(s) of the transfer or discharge and the reasons for the move in writing and in a language and manner they understand.” The facility must also “send a copy of the notice to a representative of the Office of the State Long-Term Care Ombudsman.”

CMS issued a Survey and Certification memo [QSO-25-14-NH on March 10, 2025](#) that provides further clarification regarding copies of transfer and discharge notices to the Office of the State Long-Term Care Ombudsman. Previous guidance from 2017 indicated ombudsman notification requirements for facility-initiated transfers/discharges. In the 2025 memo, however, CMS is removing the terms “facility-initiated” and “resident-initiated”. Nursing facilities are now required as of April 28, 2025, to send all discharge notices (including those requested by the resident) to the Kentucky Office of the State Long-Term Care Ombudsman regardless of whether the discharge is resident or facility initiated.

The Kentucky LTC Ombudsman Program has determined that all notices should be sent to the Office of State Long-Term Care Ombudsman at the following email address [nhoa@ombuddy.org](mailto:nhoa@ombuddy.org)

The purpose of sending a copy of a transfer or discharge notice to the State LTC Ombudsman is to provide added protection to residents and keep the ombudsman informed of facility practices and activities. In general, notice must be sent to the ombudsman at the same time that notice is provided to the resident and resident representative. Ideally, 30 days in advance. However, for emergency transfers, notice may be provided to the residents and resident representative as soon as practicable and notice to the ombudsman may also be sent when practicable. Notice to the ombudsman may be sent when practicable—such as compiling a list of emergency transfers and submitting it monthly.

For more information about the Kentucky LTC Ombudsman Program, please visit [www.ombuddy.org](http://www.ombuddy.org), contact the State Long-Term Care Ombudsman Sherry Culp at [sherry@ombuddy.org](mailto:sherry@ombuddy.org), or call 859-277-9215. The State Long-Term Care Ombudsman is housed at the Nursing Home Ombudsman Agency (NHOA) 3138 Custer Drive, Suite 110 Lexington, Kentucky 40517.

