

Participant's Bill of Rights

Your health, safety, and well-being are the main concern for the team of dedicated Complete Senior Care staff who care for you in this program. As a Participant, you have certain rights that are important for you to understand. Please ask your Care Team to explain these to you if you have any questions. As a Participant in Complete Senior Care:

You have the right to be treated with respect. You have the right to be treated with dignity and respect at all times, to have all of your care kept private, and to get compassionate, considerate care. You have the right:

- To get all of your health care in a safe, clean environment.
- To be free from harm. This includes physical or mental abuse, neglect, physical punishment, being placed by yourself against your will, and any physical or chemical restraint that is used on you for discipline or convenience of staff and that you do not need to treat your medical symptoms or to prevent injury.
- To be encouraged to use your rights while you are enrolled in Complete Senior Care.
- To get help, if you need it, to use the Medicare and Medicaid complaint and appeal processes, and your civil and other legal rights.
- To be encouraged and helped in talking to the program's staff about changes in policy and services you think should be made.
- To use a telephone while at the Complete Senior Care PACE Center.
- To not have to do work or services for the Complete Senior Care program.

You have a right to protection against discrimination. Discrimination is against the law. Every company or agency that works with Medicare and Medicaid must obey the law. They cannot discriminate against you because of your race or ethnicity and national origin, religion, age, sex, mental or physical abilities, sexual orientation and/or source of payment for your care.

If you think you have been discriminated against for any of these reasons, contact a staff member at Complete Senior Care to help you resolve your problem. If you have any questions, you can also call the Office for Civil Rights at 1-800-368-1019. TTY users should call 1-800-537-7697.

You have a right to information and assistance. You have the right to get accurate, easy-to-understand information and to have someone help you make informed health care decisions. You have the right:

- To have someone help you, so that you can understand the information that is given to you if you have a language or communication barrier.
- To have Complete Senior Care interpret the information into your preferred language in a culturally competent manner, if your first language is not English and you can't speak English well enough to understand the information being given to you.
- To get marketing materials and information about your rights as an enrollee in English and in any other frequently used language in your community. Our staff will also provide assistance to you, so you can understand your rights if you are visually impaired.
- To get a written copy of your rights contact Complete Senior Care. Our program will also post these rights in a public place in the PACE center where it is easy for Patient Bill of Rights to be seen.
- To be fully informed, in writing, of the services offered by the program. This includes telling you which services are provided by contractors instead of the Complete Senior Care staff. You must be given this information before you join, at the time you join, and when you need to make a choice about what services to receive.
- To look at, or get help to look at, the results of the most recent review of Complete Senior Care. Federal and State agencies review all PACE programs. You also have a right to review how the program plans to correct any problems that are found during the inspection.

You have a right to a choice of providers. You have the right to choose a health care provider within the Complete Senior Care network and to get quality health care. Women have the right to get services from a qualified women’s health care specialist for routine or preventive women’s health care services.

You have a right to access emergency services. You have the right to get emergency services when and where you need them without the program’s approval. A medical emergency is when you think your health is in serious danger —when every second counts. You may have a bad injury, sudden illness or an illness that is rapidly getting much worse. You can get emergency care anywhere in the United States.

You have a right to participate in treatment decisions. You have the right to fully participate in all decisions related to your health care. If you cannot fully participate in your treatment decisions or you want to have someone you trust help you, you have the right to choose that person to act on your behalf. You have the right:

- To have all treatment options explained to you in a language you understand, to be fully informed of your health status and how well you are doing, and to make health care decisions. This includes the right not to get treatment or take medications. If you choose not to get treatment, you must be told how this will affect your health.
- To have the PACE program help you create an advance directive. An advance directive is a written document that says how you want medical decisions to be made in case you cannot speak for yourself. You should give it to the person who will carry out your instructions and make health care decisions for you.
- To participate in making and carrying out your plan of care. You can ask for your plan of care to be reviewed at any time.
- To be given advance notice, in writing, of any plan to move you to another treatment setting and the reason you are being moved.

You have a right to have your health information kept private. You have the right to talk with health care providers in private and to have your personal health care information kept private as protected under State and Federal laws. You also have the right to look at and receive copies of your medical records.

Each CSC Participant has the right to receive accurate, easily understood information and to receive assistance in making informed health care decisions. This includes when there is a change in service, and at the time that your health needs require the disclosure and delivery of such information in order to allow you to make an informed choice.

You have the right to be assured of confidential treatment of all information contained in the health record, including information contained in an automated data bank. You have the right to be assured that your written consent will be obtained for the release of information to persons not otherwise authorized under the law to receive the information. You have the right to provide written consent that limits the degree of information and the persons to whom information may be given.

Please note that there are federal privacy rules that give you access to your own medical records and more control over how your personal health information is used. (If you have any questions about this privacy rule, you can call the Office for Civil Rights at 1-800-368-1019. TTY users should call 1-800-537-7697.)

You have a right to file a complaint. You have a right to complain about the services you receive or that you need and don't receive the quality of your care, or any other concerns or problems you have with Complete Senior Care. You have the right to a fair and timely process for resolving concerns with the program. This includes the right:

- To a full explanation of the complaint process.
- To be encouraged and helped to freely explain your complaints to Complete Senior Care staff and outside representatives that you select. You must not be harmed in any way for telling someone your concerns. This includes being punished, threatened, or discriminated against.
- To appeal any treatment decision by the PACE program, staff, or contractors.



You have a right to leave the program. If, for any reason, you feel that Complete Senior Care is no longer the program that you want, you have the right to leave the program at any time.

You also have additional rights when you receive care from a provider in our network. As a Complete Senior Care Participant, you will be receiving care from your Care Team and may also be receiving care from a network home care agency, hospital, physician, adult day program, nursing home, or source for another type of covered service that will be arranged with the Complete Senior Care network. In each of these settings, you have important rights that the health provider must respect. Please be sure that you understand all of your rights as you continue to receive services from Complete Senior Care.

We want to make Complete Senior Care the very best health and long term care program. To do that, we need your help and your ideas. We invite you to call or write us at any time. Tell us what you like, and give us suggestions. Our staff considers each comment and suggestion from Participants and families to see how we can improve the program for everyone. It is an easy way for you to take part in improving Complete Senior Care policies, providers and services.