

Your Rights as a Participant

When you enroll in the LIFE Program, you have certain rights and protections. Your LIFE Provider must fully explain your rights to you or someone acting on your behalf in a way you can understand at the time you join. At the LIFE Program, we are dedicated to providing you with quality health care services so that you may remain as independent as possible. This includes providing all Medicare-covered items and services and Medicaid services, and other services determined to be necessary by the interdisciplinary team across all care settings, 24 hours a day 7 days a week. Our staff and contractors seek to affirm the dignity and worth of each participant by assuring the following rights:

You have the right to treatment.

You have the right to appropriate and timely treatment for your health conditions to include:

- Getting the care and services you need to improve or maintain your health condition(s) and to attain your highest practicable physical, emotional, and social well-being.
- Accessing emergency health care services when and where the need arises without approval by your LIFE provider.

You have the right to be treated with respect and to not be discriminated against.

You have the right to considerate, respectful care from your provider staff and contractors at all times and under all circumstances. You have the right to not be discriminated against in the delivery of required services because of your race, ethnicity, national origin, religion, sex, age, sexual orientation, mental or physical disability, or source of payment. You have the right:

- To get all of your health care in a safe, clean environment and in an accessible manner.
- To be treated with dignity and respect, be given privacy and confidentiality in all aspects of your care and be given humane care.
- To not have to do work or services for your LIFE Program.
- To use a telephone while at the LIFE Center.
- To be free from harm. This includes excessive medication, 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.
- To be encouraged and helped to use your rights in your LIFE Program.
- To get help, if you need it, to use the Medicare and Medical Assistance complaint and appeal processes, and your civil and other legal rights.
- To be encouraged and helped in talking to LIFE staff about changes in policy and services you think should be made.
- To have information about your services and treatment options explained to you in a culturally competent manner.

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.
- To have the information in this section shared with anyone you choose.
- To have someone help you if you have a language or communication barrier so you can understand all information given to you.
- To have your LIFE Provider translate 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 LIFE participant rights in English and in a language, you understand. You can also get these materials in Braille, if necessary.
- To have the enrollment agreement fully explained to you in a manner understood by you.
- To be fully informed, in writing, of the services offered by your LIFE Provider. This includes telling you which services are provided by contractors instead of the LIFE 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 be provided, upon request, with a copy of individuals who provide care- related services that are not provided directly by your LIFE Provider.
- To look at, or get help to look at, the results of the most recent review of your LIFE Provider. Federal and State agencies review all LIFE Programs. You also have a right to review how your LIFE Provider plans to correct any problems that are found at inspection.
- To be fully informed, in writing, before your LIFE Provider begins palliative care, comfort care, or end-of-life care services to include:
 - You must give written consent prior to palliative care, comfort care, or end of life care being provided by your LIFE Provider.
 - The services you will receive and if those services will be different from what you are currently receiving.
 - If the services will be in addition to or instead of the services, you are currently receiving.
 - Identifying all your services that will be impacted and to tell you, in detail, how your services will be changed if you choose to receive palliative care, comfort care, or end-of-life care. This includes, but is not limited to, the following types of services:
 - Physician services
 - Hospital services
 - Long-term care services
 - Nursing services
 - Social services
 - Dietary services
 - Transportation
 - Home care
 - Physical, occupational, or speech therapy
 - Diagnostic testing, including imaging and laboratory services
 - Medications

- Preventative healthcare services
- LIFE center attendance
- You have the right to change your mind about receiving palliative, comfort, or end-of-life care at any time, either verbally or in writing.

You have a right to a choice of providers.

You have the right to choose your health care providers, including your primary care provider and specialists, from within your LIFE Provider's 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 the right to reasonable and timely access to specialists as indicated by your health condition and consistent with current clinical practice guidelines.

You have the right to receive care in all care settings, up to and including placement in a long-term care facility when your LIFE Provider can no longer provide you the services necessary to keep you safely in the community.

You have the right to participate in your 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 someone you trust to help you, you have the right to choose that person to act on your behalf.

You have the right:

- To have all treatment options fully explained to you.
- Refuse any or all care and services.
- Be fully informed of the consequences of refusing care or services and how it could affect your physical, mental, or emotional health status.
- To have your LIFE Provider help you create an advance directive if you choose. 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 and confidential, including health data that is collected and kept electronically, as protected under State and Federal laws.
- You have the right to look at and receive copies of your medical records and request amendments.
- 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 law to receive it.

- You have the right to provide written consent that limits the degree of information and the persons to whom information may be given.

There is a patient privacy rule that gives you more 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, 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, request additional services or make an appeal.

- 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 your LIFE Provider. You have the right to a fair and timely process for resolving concerns with your LIFE Provider. You have the right:
 - To a full explanation of the complaint process.
 - To be encouraged and helped to freely explain your complaints to LIFE staff and outside representatives of your choice. You must not be harmed in any way for telling someone your concerns. This includes being punished, threatened, or discriminated against.
- To contact 1-800-Medicare (1-800-633-4227 TTY 1-877-486-2048) for information and assistance, including to make a complaint related to the quality of care or the delivery of a service.
- To request services from the LIFE Provider that you believe are necessary.
 - To a comprehensive and timely process for determining whether those services should be provided.
 - To appeal any denial of a service or treatment decision by your LIFE Provider, staff, or contractors.

You have a right to leave the program.

If, for any reason, you do not feel that the LIFE Program is what you want, you have the right to leave the program at any time and have such disenrollment be effective the first day of the month following the date the LIFE Provider receives your notice of voluntary disenrollment.

Additional Help:

If you have complaints about your LIFE Provider, think your rights have been violated, or want to talk with someone outside your LIFE Provider about your concerns, call the Department's Participant Hotline at 1-800-757-5042. You may also contact 1-800-MEDICARE (1-800-633-4227 TTY 1-877-486-2048) for information and assistance or to make a complaint related to the quality of care or delivery of a service.