

PACE Michigan

Participant Rights

At Ascension Living PACE Michigan we are dedicated to providing you with quality health care services so you may remain as independent as possible. Our staff is committed to treating each and every participant with dignity and respect, and ensuring that all participants are involved in planning for their care and treatment.

As an Ascension Living PACE Michigan participant, you have the following rights:

1. You have the right to be treated with respect.

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

- Get all of your health care in an accessible manner and in a safe, clean environment.
- Be free from harm. This includes physical or mental abuse, neglect, excessive medications, physical punishment or being placed by yourself against your will, as well as any physical or chemical restraint used on you for discipline or convenience of staff that you do not need to treat your medical symptoms or prevent injury.
- Be free from hazardous procedures.
- Receive treatment and rehabilitation services designed to promote your functional ability to the optimal level and encourage your independence.
- Receive care from professionally trained staff that has the education and experience to carry out the services for which they are responsible.
- Be ensured of auditory and visual privacy during all health care examinations or treatment visits.
- Be encouraged and assisted to use your rights in Ascension Living PACE Michigan.

- Get help, if you need it, using the Medicare and Medicaid complaint and appeal processes, and your civil and other legal rights.
- Be encouraged and helped in talking to Ascension Living PACE Michigan staff about changes in policy and services you think should be made.
- Use a telephone while at the Ascension Living PACE Michigan center, make and receive confidential calls and/or have such calls made, if necessary.
- Not have to do work or services for Ascension Living PACE Michigan.

2. 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
- Ethnicity
- National origin
- Religion
- Age
- Sex
- Sexual orientation
- Mental or physical disability
- Source of payment for your health care (for example, Medicare or Medicaid)

As a participant of Ascension Living PACE Michigan, you have the right to receive competent, considerate, respectful care from staff and contractors without regard to race, ethnicity, religion, age, sex, sexual orientation, mental or physical disability, or source of payment for your health care.

If you think you have been discriminated against for any of these reasons, contact a staff member at Ascension Living PACE Michigan to help you resolve your problem.

If you have any questions, you can call the Office for Civil Rights toll-free at 1-800-368-1019. TTY users should call 1-800-537-7697.

3. You have a right to information and assistance.

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

- Have someone help you if you have a language or communication barrier so you can understand all information given to you.
- Have someone interpret all information given to you into your preferred language in a culturally competent manner, if your first language is not English and you cannot speak English well enough to understand the information being given to you.
- Have the Enrollment Agreement discussed fully and explained to you in a manner you understand.
- Get marketing materials and Ascension Living PACE Michigan rights in English and any other frequently used language in your community. You also can get these materials in Braille, if necessary.
- Get a written copy of your rights from Ascension Living PACE Michigan. Ascension Living PACE Michigan will post these rights in a public place in the Ascension Living PACE Michigan Center where it is easy to see them.
- Be fully informed, in writing, of the services offered by Ascension Living PACE Michigan. This includes telling you which services are provided by contractors instead of the Ascension Living PACE Michigan staff. You will be given this information before you join Ascension Living PACE Michigan, at the time you join and when there is a change in services.
- Look at, or get help to look at, the results of the most recent review of Ascension Living PACE Michigan. Federal and state agencies review all PACE programs. You also have a right to review how Ascension Living PACE Michigan plans to correct any problems that are found at inspection.

4. You have a right to a choice of providers.

- You have the right to choose a health care provider within the Ascension Living PACE Michigan network and to get quality health care.

- To have reasonable and timely access to specialists as indicated by your health condition and consistent with current clinical practice guidelines.
- Women have the right to get services from a qualified women's health care specialist for routine or preventive women's health care services.

5. You have a right to access emergency services.

You have the right to get emergency services when and where you need them without Ascension Living PACE Michigan'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 quickly getting much worse. You can get emergency care anywhere in the United States.

6. 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, be fully informed of your health status and how well you are doing, and make health care decisions.
- Be informed of all treatment prescribed by the interdisciplinary team prior to being treated, when and how services will be provided, and the names and functions of people providing your care.
- Refuse treatment or medications. If you choose not to get treatment, you must be told how this will affect your health.
- Be assured that decisions regarding your care will be made in an ethical manner.
- Be assured that you and your family will be taught about an illness affecting you so that you can help yourself, and your family can understand your illness and help you.
- Receive information on advance directives and have Ascension Living PACE Michigan 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.

- Participate in making and carrying out your plan of care, which will be designed to promote your functional ability to the highest level and encourage your independence. You can ask for your plan of care to be reviewed at any time. You can also request a reassessment by the interdisciplinary team at any time.
- To receive necessary care across all care settings, up to and including placement in a long-term care facility when Ascension Living PACE Michigan can no longer maintain you safely in the community through the support of PACE services.
- Be given advance notice, in writing, of any plan to move you to another treatment setting, and the reason you are being moved.

7. You have a right to have your health information kept private.

You have the right to:

- Talk with health care providers in private and have your personal health care information kept private as protected under state and federal laws.
- Review and receive copies of your medical records and request amendments to those records.
- Be assured that all information contained in your health record will be held in confidence, including information contained in any automated data bank. Ascension Living PACE Michigan will require your written consent for the release of information to persons not otherwise authorized under law to receive it. You may provide written consent, which limits the degree of information and the persons to whom information may be given.
- There is a new participant 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 you may call the Office for Civil Rights toll-free at **1-800-368-1019**. TTY users should call **1-800-537-7697**.

8. You have a right to file a complaint.

You have a right to complain about the services you receive, or that you need and do not receive, about the quality of care, or any other concerns or problems you have with Ascension Living PACE Michigan. You have the right to a fair and timely process for resolving concerns with Ascension Living PACE Michigan. You have the right to:

- A full explanation of the complaint and appeals process.
- Be encouraged and helped to freely explain your complaints to Ascension Living PACE Michigan 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.
- Appeal any treatment decision by PACE Michigan, staff or contractors.
- To contact 1-800-MEDICARE for information or to make a complaint.

9. You have a right to leave the program.

If for any reason you do not feel that Ascension Living PACE Michigan is what you want, you have the right to leave the program at any time for any reason. Disenrollment is effective on the first day of the month following the date Ascension Living PACE Michigan receives notice.

If you feel any of your rights have been violated, please report them immediately to your social worker or call our office during regular business hours at: **810-236-7500**.

If you want to talk with someone outside of Ascension Living PACE Michigan about your concerns, you may call:

1-800-MEDICARE (1-800-633-4227) or the **State of Michigan** at **517-241-4293**.

Participant and Caregiver Responsibilities

“What does Ascension Living PACE Michigan expect from me?”

The services of Ascension Living PACE Michigan depend upon the involvement of you, the participant and/or your caregivers. Along with the rights you have when you enroll in Ascension Living PACE Michigan, you also have some responsibilities, which include the following:

- To become familiar with the information in this Enrollment Agreement and the rules you must follow when enrolled in Ascension Living PACE Michigan.
- To be involved in planning your care.
- To talk with your doctor and/or team if you have any questions, and to give your team information they need to care for you.
- To follow treatment plan instructions and care that is agreed upon by you, your doctor, and/or your team.
- To act in a way that supports the care given to other patients and helps the smooth running of the Ascension Living PACE Michigan Center, doctor’s office and other locations where you receive services.
- To take care of any Durable Medical Equipment, such as dentures, eyeglasses, and hearing aids, provided to you by Ascension Living PACE Michigan.
- To pay any monthly costs on time.
- To let Ascension Living PACE Living know as soon as possible when you have questions, suggestions or problems with your care or payment for your care.
- To use Ascension Living PACE Michigan contracted hospitals and services, except for emergency care.

Participant Support and Advocacy

“How do I get involved?”

At Ascension Living PACE Michigan, we value your suggestions and opinions. There is an opportunity for you to get involved. It is called the Participant Advisory Committee (PAC). This committee consists of participants, caregivers, and community representatives. The main function of the Ascension Living PACE Michigan Participant Advisory Committee is to provide advice to the governing body on matters of concern to participants.

The purpose of the PAC is to provide a mechanism for consumer feedback and recommendations within the Quality Improvement structure.

The goals are as follows:

1. To improve service delivery within Ascension Living PACE Michigan through increased consumer feedback.
2. To make recommendations to Ascension Living PACE Michigan administration regarding program policies.
3. To enhance the participant and caregiver perspective within the participant plan of care.
4. To receive information regarding any changes in the Ascension Living PACE Michigan organizational structure that has been approved by the Centers for Medicare and Medicaid Services and the State of Michigan.

Meetings will be held quarterly at a date and time to be determined that is convenient for the members. The Ascension Living PACE Michigan Quality Assurance Manager will serve as staff liaison and facilitator.

Factors for committee membership include availability, interest and willingness to participate, and ability to participate in the committee's discussions. If a member experiences a significant change in condition, they are invited to continue as a committee member as long as they feel they are able. Caregiver members are invited to stay on the committee after the person they are caring for has passed away.

Meeting minutes are forwarded to the Board of Directors, the Quality Assurance Committee, the Center Manager, and the Program Director. Meeting minutes will also be kept on file.

If you are interested in participating in the Participant Advisory Committee, please notify a member of your Personal Care Team or call the Center at 810-236-7500.