PARTICIPANT BILL OF RIGHTS

The Programs of All-Inclusive Care for the Elderly, also called PACE, is a special program that combines medical and long-term care services in a community setting.

When you join a PACE program, you have certain rights and protections. NEMS PACE, as your PACE program, must fully explain and provide your rights to you or someone acting on your behalf in a way you can understand at the time you join.

To be eligible, you must:
- Be age 55 or older.
- Live in the service area of the NEMS PACE program.
- Be certified eligible for nursing home care by the State Licensing Agency.
- Be able to live safely in the community, at the time of enrollment with NEMS PACE services.

The goals of NEMS PACE are:
- To maximize the independence, dignity, and respect of NEMS PACE members;
- To help make NEMS PACE members more independent and improve their quality of life;
- To provide coordinated quality health care to NEMS PACE members;
- To keep NEMS PACE members living safely in their homes and communities as long as possible;
- To help support and keep NEMS PACE members together with their family.

At NEMS PACE 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 seeks to affirm the dignity and worth of each participant by assuring the following rights:

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:
- To get all of your health care in a safe, clean environment and in an accessible manner.
- 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 or to prevent injury.
- To be encouraged to use your rights in the NEMS PACE program.

YOU HAVE THE 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
If you think you have been discriminated against for any of these reasons, contact a staff member at the NEMS PACE program to help you resolve your problem.

If you have any questions, you can call the Office for Civil Rights at 1-800-368-1019. TTY users should call 1-800-537-7687.

YOU HAVE THE RIGHT TO INFORMATION AND ASSISTANCE
You have the right to get accurate, easy-to-understand information and to have someone help you make important health care decisions. You have the right to:
- To have someone help if you if you have a language or communication barrier so you can understand all information given to you.
- To have the NEMS PACE program 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 NEMS PACE participant rights in English and in any other frequently used language in your community. You can also get these materials in Braille, if necessary.
- To have the enrollment agreement fully explained to you in a manner understandable by you.
- To get a written copy of your rights from the NEMS PACE program. The NEMS PACE program must also post these rights in a public place in the NEMS PACE center where it is easy to see them.

YOU HAVE THE RIGHT TO A CHOICE OF PROVIDERS
You have the right to choose a health care provider within the NEMS PACE program'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 have reasonable and to be received by social workers as indicated by your health condition.
- You also have the right to receive care across all care settings, up to and including placement in a long-term care facility when the NEMS PACE organization can no longer maintain you safely in the community.

YOU HAVE THE RIGHT TO ACCESS EMERGENCY SERVICES
You have the right to get emergency services when and where you need them without the NEMS PACE 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 illness quickly getting worse. You can get emergency care anywhere in the United States and you do not need to get permission from NEMS PACE prior to seeking emergency services.

YOU HAVE THE 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:
- To have all treatment options explained to you in a language you understand, so there is a full informal of your health status and how well you are doing, and to make health care decisions. This includes the right to refuse to get treatment or take medications. If you choose not to get treatment, you must be told how this will affect your health.
- 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 have the NEMS PACE program help you create an advance directive. If you choose. An advance directive is a written document that tells how you want medical decisions to be taken if you can't speak for yourself. You should give it to the person who will carry out your instructions and make health care decisions for you.
- To be given advance notice, in writing, of any plans to move you to another treatment setting and the reason you are being moved.

YOU HAVE THE 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.

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 1-800-537-7687.

YOU HAVE THE RIGHT TO FILE A COMPLAINT, REQUEST ADDITIONAL SERVICES OR MAKE AN APPEAL
You have the 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 NEMS PACE program. You have the right to a fair and timely process for resolving concerns with your NEMS PACE program. You have the right to:
- To get an explanation of the complaint process.
- To be encouraged and helped to freely express your complaints to NEMS PACE 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 for information and assistance, including to make a complaint related to the quality of care or the delivery of a service.

You have the right to request services from the NEMS PACE organization that you believe are necessary. You have the right to a comprehensive and timely process for determining whether those services should be provided. You also have the right to appeal any denial of a service or treatment decision by the NEMS PACE program, staff, or contractors.

YOU HAVE THE RIGHT TO LEAVE THE PROGRAM
If, for any reason, you do not feel the NEMS PACE program is what you want, you have the right to leave the program at any time and have such disenrollment become effective no later than the 60th day of the month following the date NEMS PACE receives the participant's notice of voluntary disenrollment.

Additional Help:
If you have complaints about your NEMS PACE program, think your rights have been violated, or want to talk with someone outside your NEMS PACE program about your concerns, call 1-800-MEDICARE or 1-800-533-4327 to get the name and phone number of someone in your State Licensing Agency.

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