

## **Participant's Bill of Rights**

### **LIFE-NWPA**

As a participant of LIFE-NWPA, you have the following rights:

1. You will have considerate and respectful care from LIFE-NWPA and anyone else we may work with as part of your care. You will NOT be discriminated against, based on your race, ethnicity, religion, national origin, sex, age, sexual orientation, mental or physical disability, or source of payment.
2. You will be cared for with sincerity, interest and concern. Your care will be provided in clean, safe, and secure surroundings and in an accessible manner.
3. You will be respected as an adult. We will treat you with dignity and respect. We will be compassionate with your care. We will respect your right to personal privacy and confidentiality.
4. You will not have to perform services for LIFE-NWPA.
5. You will be able to use the telephone when you need to. We will not stop you from communicating with others.
6. You will have the right to be free from harm which includes physical and mental abuse, neglect, corporal punishment, being placed by yourself against your will (involuntary seclusion), excessive medication and any physical or chemical restraint imposed for purposes of discipline or convenience and not required to treat your medical symptoms.
7. You will be encouraged and helped during your participation in LIFE-NWPA. We will help you to use your civil and legal rights regarding policies, services and appeals to Medicare and Medicaid. No one from LIFE-NWPA will keep you from using your rights. You will also be encouraged to tell us if there are any changes you would like to see in LIFE-NWPA so that we can talk about it with the staff.
8. You will receive truthful, easily understood written information. You will have help in making decisions about your care. We will tell you about the services that we provide, including the services we may provide through other health care people who are not employees of LIFE-NWPA. You will receive this information before you enroll, when you enroll and whenever we make any changes. At the time a participant's needs necessitate the disclosure and delivery of such information in order to allow the participant to make an informed choice.
9. You will have a LIFE-NWPA staff member talk about your enrollment agreement with you. They will explain everything about it to you and your family in a way that you can easily understand.

10. You may examine, or upon reasonable request, to be helped to examine the results of the most recent review of LIFE-NWPA conducted by CMS or the state administering agency and any plan of corrective action in effect.
11. You have a choice of health care people, within LIFE-NWPA's network, that make sure you get high quality care. Also, you can choose your primary care doctor and specialists within LIFE-NWPA's network.
12. You will have the ability to request a qualified specialist for women's health services furnish routinely and/or preventative women health services.
13. You can use emergency services when you need them without getting prior approval from your interdisciplinary team.
14. You will be able to make decisions for yourself, including what kind of care you need and how to get it. You may also decide whether or not to participate in activities. If you cannot make these decisions, then you may have someone decide for you. You will get the most helpful treatment and services to aid you in living as independently as possible.
15. You will have someone from LIFE-NWPA talk to you so that you can decide your health care wishes (advanced directives). You will have treatment choices explained in a manner that takes your culture into consideration. You have the right to decide what you want done. You can refuse treatment and have the right to be told what will happen to you if you refuse it.
16. You will be told by your interdisciplinary team about your health and how you are doing, unless you have chosen for the team or someone else to decide whether or not you should know.
17. You can help in developing and fulfilling your personal care plan.
18. You can ask the team to redo your physical exam and care plan. Even if you just had one done.
19. You will be given reasonable advance written notice if you are to be taken to another part of LIFE-NWPA's program. You will be told the reason for the move. If this is ever necessary, it will be clearly written in your records.
20. You will be able to talk confidentially with those who provide your care. They will not share any of your personal information. All the information LIFE-NWPA gets about you and your needs will be protected. This includes information we may use to collect data.

21. LIFE-NWPA will get your written permission before giving out any information about you to persons not legally allowed to receive it.
22. You can tell us how much information a person can have and to whom you want the records sent.
23. You can look at and copy your own medical record. You may ask for changes to be made to your record.
24. You will have a fair and timely hearing when disagreements come up with LIFE-NWPA. You will also be able to appeal any disagreements about your care that was made by LIFE-NWPA, either our own employees or anyone else who has made decisions about your care. We will assure that there will be no restriction, meddling, force, discrimination, or retaliation by LIFE-NWPA staff.
25. Any pictures we take of you will be used only to identify you or to monitor your medical progress. We will not give pictures to newspaper, television, or radio people without your written permission.
26. You will be told of all of your rights and responsibilities. You will also be told of all rules and regulations that are expected of you as a member of LIFE-NWPA.
27. You will be able to involve yourself in activities that help you learn, grow, and use your talents.
28. You have the right to voluntarily disenroll from the LIFE program without cause at any time, effective on the first day of the month following the date that LIFE-NWPA receives your notice.
29. You have the right to contact 1-800-MEDICARE for information or to make a complaint.
30. You have the right to have reasonable and timely access to specialists as indicated by your health condition and consistent with current clinical practice guidelines; and
31. You have the right to receive necessary care across all care settings, up to and including placement in long term care facility when the PO can no longer maintain the participant safely in the community through the support of LIFE-NWPA Services.