

PERSONAL CARE

Member Rights and Responsibilities

As a recipient of Medicaid Personal Care Services, you have the following rights and responsibilities:

The right to:

- A. Transfer to a different provider agency.
- B. Address dissatisfaction with services through the provider agency's grievance procedure.
- C. Access the WV DHHR Fair Hearing Process.
- D. Freedom from retribution when expressing dissatisfaction with services or appealing service decisions.
- E. Considerate and respectful care from your provider(s).
- F. Freedom from abuse, neglect, and exploitation.
- G. Take part in decisions about your services.
- H. Confidentiality regarding Personal Care services.
- I. Access to all your files maintained by agency providers.

And your responsibility to:

- J. Notify the PC provider within 24 hours prior to the day services are to be provided if services are not needed.
- K. Notify providers promptly of changes in Medicaid coverage.
- L. Comply with the Plan of Care (POC).
- M. Cooperate with all scheduled in-home visits.
- N. Notify the PC provider of change in residence or an admission to a hospital, nursing home or other facility.
- O. Notify the PC provider of any change in medical status or direct care need.
- P. Maintain a safe home environment for the PC provider to provide services.
- Q. Verify services were provided by initialing and signing the POC.
- R. Communicate any problems with services to the PC provider.

- S. Report any suspected fraud to the provider agency or the Medicaid Fraud Control unit at 304-558-1858.
- T. Report any incidents of abuse, neglect, and/or exploitation to the PC provider and the West Virginia Centralized Intake for Abuse and Neglect at 1-800-352-6513.
- U. Report any suspected illegal activity to the local police department or appropriate authority.
- V. Notify the provider of any changes in your legal representation and/or guardianship and provide copies of appropriate documentation.
- W. Not ask the Direct Care Worker (DCW) to provide services that are excluded by policy or not on your POC.