

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 West Virginia DHHR Fair Hearing process.
- D. Considerate and respectful care from their provider(s).
- E. Take part in decisions about their services.
- F. Confidentiality regarding Personal Care services.
- G. Access to all of their files maintained by agency providers.

And your responsibility to:

- H. Notify the Personal Care agency within 24 hours prior to the day services are to be provided if services are not needed.
- I. To notify providers promptly of changes in Medicaid coverage.
- J. Comply with the Plan of Care.
- K. Cooperate with all scheduled in-home visits
- L. Notify the Personal Care agency of a change in residence or an admission to a hospital, nursing home or other facility.
- M. Notify the Personal Care agency of any change of medical status or direct care need.
- N. Maintain a safe home environment for the Personal Care agency to provide services.
- O. Verify services were provided by initialing and signing the Plan of Care.
- P. Communicate any problems with services to the Personal Care Agency
- Q. Report any suspected fraud to the provider agency or the Medicaid Fraud Unit at (304)558-1858.
- R. Report any incidents of abuse, neglect or exploitation to the Personal Care agency or the APS hotline at 1-800-352-6513.
- S. Report any suspected illegal activity to their local police department or appropriate authority.