
Chapter 6. Your Rights

We must honor your rights as a member of Inclusa.

- 1.) **We must provide information in a way that works for you.** To get information from us in a way that works for you, please contact your care team.
- 2.) **We must treat you with dignity, respect, and fairness at all times.** You have the right:
 - To get compassionate, considerate care from Inclusa staff and providers.
 - To get your care in a safe, clean environment.
 - To not have to do work or perform services for Inclusa.
 - To be encouraged and helped in talking to Inclusa staff about changes in policy that you think should be made or services that you think should be provided.
 - To be encouraged to exercise your rights as a member of Inclusa.
 - To be free from discrimination. Inclusa must obey laws that protect you from discrimination or unfair treatment. We do not discriminate based on a person's race, mental or physical disability, religion, gender, sexual orientation, health, ethnicity, creed (beliefs), age, national origin, or source of payment.
 - To be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation. This means you have the right to be free from being restrained or forced to be alone in order to make you behave in a certain way or to punish you or because someone finds it useful.
 - To be free from abuse, neglect, and financial exploitation.
 - **Abuse** can be physical, emotional, financial, or sexual. Abuse can also be if someone gives you a treatment, such as medication, or experimental research without your informed consent.
 - **Neglect** is when a caregiver fails to provide care, services, or supervision, which creates significant risk of danger to the individual. Self-neglect is when an individual who is responsible for his or her own care fails to obtain adequate care, including food, shelter, clothing, or medical or dental care.
 - **Financial exploitation** can be fraud, enticement or coercion, theft, misconduct by a fiscal agent, identity theft, forgery, or unauthorized use of financial transaction cards, including credit, debit, ATM, and similar cards.

What can you do if you are experiencing abuse, neglect, or financial exploitation? Your care team is available to talk with you about issues that you feel may be abuse, neglect, or financial exploitation. They can help you with reporting or securing services for safety. You should always call 911 in an emergency.

If you feel that you or someone you know is a victim of abuse, neglect, or financial exploitation, you can contact Adult Protective Services. Adult Protective Services help protect the safety of seniors and adults-at-risk who have experienced abuse, neglect, or exploitation. They also help when a person is unable to look after his or her own safety due to a health condition or disability.

Page 12 lists the phone numbers to call to report incidents of witnessed or suspected abuse.

- 3.) **We must ensure that you get timely access to your covered services.** As a member of Inlusa, you have a right to receive services listed in your care plan when you need them. Your care team will arrange for your covered services. Your team will also coordinate with your health care providers. Examples of these are doctors, dentists, and podiatrists. Contact your team for assistance in choosing your providers.
- 4.) **We must protect the privacy of your personal health information.** If you have questions or concerns about the privacy of your personal health information, please call your care team. See Appendix 7, page **Error! Bookmark not defined.**, for Inlusa’s Notice of Privacy Practices.
- 5.) **We must give you access to your medical records.** Ask your care team if you want a copy of your records. You have the right to ask Inlusa to change or correct your records.
- 6.) **We must give you information about Inlusa, our network of providers, and available services.** Please contact your care team if you want this information.
- 7.) **We must support your right to make decisions about your services.**
 - You have a right to know about all of your choices. This means you have the right to be told about all the options available, what they cost, and whether they are covered by Family Care. You can also suggest other services that you think would meet your needs.
 - You have the right to be told about any risks involved in your care.
 - You have the right to say “no” to any recommended care or services.

- You have the right to get second medical opinions. Ask your care team if you need help getting a second opinion.
- You have the right to give instructions about what you want done if you are not able to make decisions for yourself. Sometimes people become unable to make health care decisions for themselves due to accidents or serious illness. You have the right to say what you want to happen if you are in this situation. This means if you want, you can develop an “**advance directive**.” There are different types of advance directives and different names for them. Documents called “**living will**” and “**power of attorney for health care**” are examples of advance directives. Contact your care team if you want to know more about advance directives.

8.) **You have the right to file a grievance or appeal if you are dissatisfied with your care or services.** Chapter 8 (page **Error! Bookmark not defined.**) includes information about what you can do if you want to file a grievance or appeal.

Chapter 7. Your Responsibilities

Things you need to do as a member of Includa are listed below. If you have any questions, please contact your care team. We're here to help.

- 1.) Become familiar with the services in the Family Care benefit package. This includes understanding what you need to do to get your services. See chapters 3 and 4 for more information.
- 2.) Participate in the initial and ongoing development of your care plan.
- 3.) Participate in the Resource Allocation Decision (RAD) process to find the most cost-effective ways to meet your needs and support your long-term care outcomes. Members, families, and friends share responsibility for the most cost-effective use of public tax dollars.
- 4.) Talk with your care team about ways your friends, family, or other community and volunteer organizations may help support you or ways in which you can do more for yourself.
- 5.) Follow the care plan that you and your care team agreed to.
- 6.) Be responsible for your actions if you refuse treatment, or do not follow the instructions from your care team or providers.
- 7.) Use the providers or agencies that are part of Includa, unless you and your care team decide otherwise.
- 8.) Follow Includa's procedures for getting care after hours.
- 9.) Notify us if you move to a new address or change your phone number.
- 10.) Notify us of any planned temporary stay or move out of the service area.
- 11.) Provide Includa with correct information about your health care needs, finances, and preferences and tell us as soon as possible about any changes in your status. This includes signing a "release of information" form when we need other information you do not have easily available.
- 12.) Treat your team, home care staff, and service providers with dignity and respect.
- 13.) Accept services without regard to the provider's race, color, religion, age, gender, sexual orientation, health, ethnicity, creed (beliefs), or national origin.

- 14.) Pay any monthly costs on time, including any cost share or room and board charges you may have. Let your care team or Member Liabilities Specialist know as soon as possible if you have problems with your payment.
- 15.) Use your Medicare and private insurance benefits, when appropriate. If you have any other health insurance coverage, tell Inlusa and the income maintenance agency.
- 16.) Take care of any durable medical equipment (DME), such as wheelchairs, and hospital beds provided to you by Inlusa.
- 17.) Report fraud or abuse on the part of providers or Inlusa employees. If you suspect anyone of misuse of public assistance funds, including Family Care, you can call the fraud hotline or file a report online at:

Report Public Assistance Fraud

1-877-865-3432 (toll-free) or visit

www.reportfraud.wisconsin.gov

- 18.) Do not engage in any fraudulent activity or abuse benefits. This may include:
 - Misrepresenting your level of disability
 - Misrepresenting income and asset level
 - Misrepresenting residency
 - Selling medical equipment supplied by Inlusa

Any fraudulent activity may result in disenrollment from Family Care or possible criminal prosecution.

- 19.) Call your care team for help if you have questions or concerns.
- 20.) Tell us how we are doing. From time to time, we may ask if you are willing to participate in member interviews, satisfaction surveys, or other quality review activities. Your responses and comments will help us identify our strengths as well as the areas we need to improve. Please let us know if you would like to know the results of any surveys. We would be happy to share that information with you. Please contact the Quality Management Department at 1-715-204-1782 for more information or to request the results of any surveys. Results of the most recent member satisfaction survey are available on our website at www.inlusa.org. You may obtain a paper copy by contacting Quality Management.