



2023 Participant Enrollment Packet





Table of Contents

2023 Holiday Schedule	1
Participant Advisory Committee Schedule	2
Severe Weather Reminder	3
Quality Updates 2022	4-5
Grievance and Appeals Procedures	6-10
Directory of Providers	11-17
Participant Bill of Rights	18-23



2023 Holiday Schedule

The PACE Organization of Rhode Island will be closed in observance of the following holidays:

New Year's Day _____ Monday, January 2nd

Martin Luther King, Jr. Day _____ Monday, January 16th

Presidents' Day _____ Monday, February 20th

Memorial Day _____ Monday, May 29th

Independence Day _____ Tuesday, July 4th

Staff Appreciation Day _____ Monday, August 14th

Labor Day _____ Monday, September 4th

Indigenous Peoples' Day _____ Monday, October 9th

Thanksgiving Day _____ Thursday, November 23rd

Day after Thanksgiving _____ Friday, November 24th

Christmas Day _____ Monday, December 25th



Participant Advisory Committee Meeting Dates for 2023

The PAC meetings are hosted on a rotational basis at the 3 PACE sites, and members are linked through the videoconferencing system. They are held on **Fridays from 10:30 AM to 12 PM.**

Locations are:

East Providence - PACE Large Conference Room 3/Dining Area

Westerly - Conference Room

Woonsocket - Large Conference Room

Dates are:

February 3rd

May 5th

August 4th

November 3rd



Severe Weather Reminder

Snow

With Rhode Island's snowy weather ahead of us, we are all reminded of the importance of safety during the winter season.

This letter is to remind you to ensure that walkways or entry ways are cleared of snow and treated for ice in anticipation of having to assist our participants to get to and from our PACE vehicles.

If your home is found to be unclear of snow and/or ice and considered to be unsafe for our participants to navigate, you will receive a phone call from a member of our transportation department or Day Center Manager stating that you or your loved one may not be transported to the PACE Center until the situation is resolved.

Let's work together as a team and guarantee that no one gets hurt or left behind this winter.

Inclement Weather

Inclement weather is described as driving rain, hail storms, snow and ice, or any other weather condition resulting in an advisory issued by the State or Federal Government.

In the event of extreme heat and high humidity, the Interdisciplinary Team will decide if the Participant's needs will be safely maintained at home or at the PACE Day Center. If the Day Center is the final decision of the team, the Transportation Coordinator will schedule the arrival of the Participant.

Emergencies

Public health emergencies, such as floods, hurricanes, and health pandemics, are unpredictable. Taking steps to protect health and safety is a top priority in every emergency situation. There are simple things that you and your loved ones can do to better prepare for and respond to any public health emergency.

What You Should Do:

Make a Kit

Prepare for an emergency by gathering supplies, including a flashlight and extra batteries, first-aid kit, food and water, essential medicines, and copies of important documents stored in waterproof containers.

Make a Plan

During an emergency, it is important to know how to reach family members. Pick meeting spots and designate a Rhode Island family emergency contact. Gather and make copies of contact and medical information for each family member. Make a plan for your pets. Make sure everyone is familiar with evacuation routes.

Rhode Island Special Needs Emergency Registry

PACE registers all participants in the special needs registry which lets police, fire, and other first responders in your community better prepare for and respond to your needs during a hurricane, storm, or other emergency.

If you have questions about storm or emergency preparation, or need help creating an emergency kit, contact your social worker or call the main number at PACE: 401.490.6566.

Cancellations or Delayed Openings

Cancellations of the PACE day center are announced on Channel 10 WJAR. You may also call in to the PACE Emergency Message Line: 401.654.4554 - to hear a message about cancellations or delayed opening.

In the event of a closing, every effort is made to determine and provide for the safety of participants that need assistance, supervision, or medication administration.



Quality Updates 2022

During the ongoing pandemic, PACE-RI continues to tackle challenging issues as we strive to provide safe, innovative, and exceptional care to our participants. Here are a few examples of how we have woven new opportunities and your feedback into our 2022 Quality Plan:

Participant Satisfaction Survey:

PACE-RI contracts with a company named Vital Research to survey a random sample of participants each year. Our most recent survey revealed the following:

- PACE-RI scored above the national average (as compared to other PACE sites across the country) for overall satisfaction with Transportation, CenterAides and Meals.
- Our Home Care satisfaction scores improved by 9 percentage points since 2020 (to 85%).
- We also saw improvements in satisfaction related to Medical Care (up 15 percentage points overall from 2020!), Social Workers, Center Aides, Specialists, Recreational Therapy and General Service Delivery.

It is difficult to determine the impact of COVID -19 on these results. Day Center attendance was limited in 2021 to ensure participant safety, and some Specialists needed to modify their scheduling procedures (to maintain social distancing and because of staffing challenges). Overall, we are pleased with the improvements in our Satisfaction scores, particularly during these challenging times.

Polypharmacy:

Participants with multiple health conditions often take several different medications. At PACE-RI, we closely monitor the medications our participants take to ensure they are not duplicative or interacting with other medications in a way that may be harmful. We have a pharmacist on staff who has been working closely with our Pharmacy and medical providers to eliminate or minimize unnecessary/ contradictory medications (as well as those with potentially harmful side effects) to keep our participants safe.

Food and Clinical Outcomes:

Our Chef/Food Service Manager has been collaborating with Farm Fresh RI to provide locally sourced, seasonally fresh, and ethnically diverse meals to our participants.

She has also teamed up with our Registered Dietitians and Rehab staff to trial a new program. Through a combination of healthy meals, practical nutrition education and opportunities to exercise in the day center, participants in our initial trial have demonstrated weight loss of up to ten pounds since April!

Additionally, our chef has completed cooking classes for our home care staff, and the Ocean State Job Lot Charitable Foundation donated 20 canvas bags, stuffed full of kitchen implements so that our caregivers have the tools they need to prepare healthy, nutritious meals in participants' homes.

We look forward to reviewing your feedback when we receive the results of our 2022 Participant Satisfaction Survey!



Grievance and Appeals Procedures

A. What to do if you have a problem

Your care team can solve most problems. Your first step should always be to discuss the problem with them. If you wish, you may also call PACE-RI to help with your problem. If you are not satisfied with the response you receive you may submit either an appeal (if the problem involves getting a health service or medical care that you need,) or a grievance (if the problem involves some other type of concern.)

PACE-RI must keep a record of all grievances and appeals and give regular reports to the State and Federal government.

Appeals

If PACE RI refuses to provide or pay for a service that you feel is necessary for your health, you have the right to request an appeal.

You may request an appeal if PACE RI:

1. Denies a Service - refuses to provide a service you have requested
2. Reduces a Service - reduces a previously approved service you are presently receiving
3. Denies Payment for a Service - refuses to pay for a service you have already received
4. Does Not Act Promptly - fails to respond in the required time to a request for services or payment
5. Disenrolls you on an involuntary basis
6. Refuses to enroll you

Grievances

You may file a grievance if you are dissatisfied with the care and services that we provide or any problems with your care providers. For example, you might file a grievance for the following problems:

1. Quality of services
2. Office waiting times
3. The behavior of service providers such as doctors, nurses, therapists, personal care workers, or drivers
4. Adequacy of facilities

B.How to file a Grievance

Grievances help PACE-RI to improve the services we provide to you and all of our participants. We encourage you to work with us to resolve your concerns. Whenever possible, start by talking your problem over with a member of your care team. You can also submit a grievance to PACE-RI at:

PACE Organization of Rhode Island Attn: Quality Department
10 Tripps Lane
Riverside, RI 02915
Phone: 401-434-1400

If you submit your grievance to PACE RI, please give us complete information so we can resolve your concern in a timely manner. We will take the following steps:

1. On many occasions, grievances will be immediately resolved by a PACE RI staff person. These grievances will still be written down and reviewed by the Quality Improvement Committee. When grievances are immediately resolved the PACE RI staff person will explain to you that your concern has been written down and reviewed. A participant's grievance will be held confidential and required services will continue to be furnished during the grievance process. Grievances will be kept in a secured location.
2. We will discuss with you and provide to you in writing, the steps that we will take to resolve the grievance.
3. The grievance will be written down and discussed with you individually or at a team meeting. The grievance will be kept on file and reviewed by the Quality & Compliance Department or designee.
4. Every effort will be made to resolve your grievance in your best interest within the PACE RI policies and procedures.
5. PACE RI will write you to let you know how we have addressed your concern within 45 days after we get your written grievance. In some cases, we will need more time to deal with your problem. If more time is needed, we will let you know in writing, and will keep you up to date with what is being done about your grievance.
6. If you and/or your family member/caregiver agree with our solution, the grievance is resolved.
7. If you don't agree with our solution, you can submit your grievance to:
Administrator, Office of Institutional and Community Services and Supports
Executive Office of Health and Human Services/Medicaid Program
Hazard Building, 74 West Road, Cranston, Rhode Island, 02920.
8. In addition to filing a grievance, you may wish to register complaints about the care and services you receive at home from the PACE Organization of Rhode Island. You may do so at the following:

The Alliance for Better Long Term Care

422 Post Road, #204
Warwick, RI 02888
(401) 785-3340

Attorney General's Medicaid Fraud Control Unit

150 S. Main Street Providence, RI 02903
(401) 274-4400, ext. 2410

Department of Health

Division of Facilities Regulation 3 Capitol Hill
Providence, RI 02908
(401) 222-2566 Monday-Friday, 8:30 am-4:30 pm
(401) 272-5952 Urgent after hours

To register a complaint about the quality of home health care services received, to report possible Medicare fraud, or to get answers to general questions about home health and other Medicare benefits, call the number listed below:

Rhode Island Home Health Hotline

1-800-228-2716

C. APPEALS

If PACE RI refuses to provide or pay for a service that you feel is necessary for your health, you have the right to request an appeal. When your care team denies a request for services or payment or reduces your services, your team will give you written information about how to submit an appeal.

I. Denial of Services

1. The Interdisciplinary Team (IDT) receives a verbal or written request for service from you or your representative. Based upon the type of request, in-person assessments may need to be conducted by appropriate members of the IDT.
2. A decision about the request must be made within 72 hours of the IDT receiving the request. If an extension is necessary, you will be informed. The extension may be no more than 5 additional days. Reasons for extensions are the following:
 - Upon request from you or your representative.
 - IDT needs additional information, and the delay is in your interest.
3. If the IDT approves the request, you will be notified, and the service will be initiated as soon as possible.
4. If the IDT fails to provide you with timely notice of the resolution of the request or does not furnish the services required by the revised plan of care, this failure constitutes an adverse decision, and your request must be automatically processed by PACE RI as an appeal in accordance with PACE regulations.

5. If the service request is denied, the Case Manager will inform you verbally of the decision and the Chief of Clinical Services or designee will mail you a Denial of Service letter. The letter informs you of your right to request reconsideration via the process of a standard or expedited appeal. The date of this letter becomes the date of the appealable action.

II. Available Appeals Processes

The available external appeal processes for a PACE participant is determined by whether a participant is eligible for Medicaid or Medicare.

If a participant is eligible for:

- Medicaid: The participant can appeal to PACE RI and to the State of Rhode Island Department of Human Services in any order or simultaneously. Under the State of Rhode Island process the client has 30 days from the date of the notice to request a hearing.
- Medicare: The participant must appeal to PACE RI before appealing to the Medicare independent review entity. For any adverse decisions to the participant, the participant can request a review of the decision by the Medicare independent review entity.
- Medicaid and Medicare: If the participant is eligible for both Medicare and Medicaid, then the participant can appeal using either process summarized above. PACE RI staff will assist the participant in choosing which process to pursue. Staff will assist participants in choosing which external appeal process to pursue, if both apply, and will forward all external appeals to the appropriate entity.

III. PACE RI Standard Appeals Procedure

PACE RI will follow this standard appeals procedure, unless you request an expedited appeal listed below.

1. You must submit an appeal to PACE-RI within 30 days of notice to reduce, deny, terminate, or refuse to pay for, services. We may reject appeals submitted more than 30 calendar days after the notice. Your Social Worker will assist you in completing and submitting the appeal.
2. PACE-RI will ensure that all appropriate services are continued and that the appeal is resolved within the appropriate time frames. All appeals will be resolved as expeditiously as your health condition requires but no later than 30 calendar days after receipt of the appeal.
3. PACE-RI will be responsible for arranging for an appropriately credentialed and impartial third party who was not involved in the original reduction, termination, denial or payment refusal and who does not have a stake in the outcome of the appeal to review and make a final decision on the appeal.
4. PACE-RI will contact you to inform you of your right to present evidence and allegations of fact or law to the person reviewing the appeal in person as well as in writing.

5. PACE-RI will provide a written final decision to you and the disputed services will be provided as expeditiously as your health condition requires if the decision is made in your favor. The written decision will include information on additional appeal steps available if the participant does not agree with the final decision. The Medicaid appeal steps will explain how the participant can contact the Department of Human Services: Administrator, Center for Adult Health for assistance with filing appeals.
6. PACE-RI will continue to provide information and assistance as needed for continued appeals and/or reviews outside of PACE RI.

IV. PACE RI Expedited Appeals Procedure

1. You may request an expedited appeal.
2. Expedited Appeal Timeframes

Expedited appeals will be resolved using the same procedures as the PACE RI Standard Appeals Procedure EXCEPT:

- The initial response will be provided verbally as expeditiously as the participant's health requires but within 24 hours; and
- The final decision will be provided verbally and in writing as expeditiously as the participant's health condition requires but within 72 hours of receipt of the expedited appeal request, unless an extension is requested within 72 hours as provided below.

3. Extending the Expedited Appeal Final Decision Timeframe

If a request is made within the 72-hour timeframe, the participant or designee may extend the 72 hour timeframe up to 14 calendar days if the participant requests the extension or if PACE RI justifies to the RI DHS that the extension is based on the need for additional information and is in the participant's best interest.

V. Continuing Services During Appeals

The Chief of Clinical Services or designee is responsible for ensuring the appropriate continuation of services during appeals. PACE RI will meet the following requirements for continuation of services:

1. For a Medicaid participant, continue to furnish the disputed services until issuance of the final determination if the following are met:
 - PACE is proposing to terminate or reduce services currently being furnished to the participant
 - The participant requests continuation with the understanding that he or she may be liable for the costs of the contested services if the determination is not made in his or her favor.
2. Continue to furnish all other services required by regulation.

Directory of Participating Providers

Assisted Living Facilities

Arbor Hill	Providence
Autumn Villa	Cumberland
Darlington Memory Lane	North Providence
Evergreen Assisted Living	Woonsocket
Highlands on the East Side	Providence
St. Elizabeth Court	Providence
St. Germain Manor	Woonsocket
Scandinavian Assisted Living	Cranston
Spring Villa	West Warwick
Summer Villa	Coventry
The Villa at St. Antoine's	Smithfield

Audiologist

HearCare, RI	Warwick
--------------	---------

Cancer Center

21 st Century Oncology, INC DBA Southern New England Regional Cancer Center LLC	Woonsocket
---	------------

Cardiology & Cardiology Surgical

RI Cardiovascular Group DBA Cardiovascular Institute of New England	Cranston Charlestown East Providence Warwick East Greenwich Lincoln Bristol North Providence Johnston Cumberland Westerly Woonsocket
University Cardiovascular Surgical Associates	Providence

Community Based Primary Care Physicians

Dr. America J. Aurelien Foster	Pawtucket
Dr. Rebecca Brown	Providence
Dr. Kristine Mortel	Providence
Dr. Cristina Pacheco	Pawtucket
Dr. John Stoukides	Providence

Dental Care

CareLink Mobile Dentistry	East Providence
---------------------------	-----------------

Endocrinology

Newport Hospital	Newport
Rhode Island Hospital	Providence
Roger Williams Hospital	Providence
The Miriam Hospital	Providence
Westerly Hospital	Westerly

Gastroenterology

Newport Hospital	Newport
Rhode Island Hospital	Providence
Roger Williams Hospital	Providence
The Miriam Hospital	Providence
Westerly Hospital	Westerly

Day Centers

Cornerstone Adult Day Center	Apponaug/Warwick Warwick Neck Coventry Bristol Little Compton
Elmwood Adult Day Center	Providence
Miner Street Adult Day Center	Providence
St. Clare - Newport	Newport

Durable Medical Equipment

Independence Home Health Wares	East Providence
Reliable Respiratory	Norwood, MA

End of Life Support

HopeHealth	Providence
------------	------------

Gynecology

Women's Care	Providence Pawtucket Woonsocket East Greenwich
Newport Hospital	Newport
Rhode Island Hospital	Providence
Roger Williams Hospital	Providence
The Miriam Hospital	Providence
Westerly Hospital	Westerly

Home Care Services

All About Home Care	Middletown
Community Care Nurses *	North Kingstown
Coventry Home Care *	Coventry
Dependable Home Care	Wyoming
Elmwood Home Care	Providence
Helping Hearts	Statewide
H&T Medical	Cranston
Home Care Services of RI, Inc.	Woonsocket
Hope Nursing Home Care *	Cranston
MAS Staffing Home Care	North Providence
Nursing Placement Home Health Care *	Pawtucket
Phenix Homecare *	Cranston

** Provides Skilled Nursing Services*

Hospitals

Newport Hospital	Newport
Rhode Island Hospital	Providence
Roger Williams Medical Center	Providence
The Miriam Hospital	Providence
Westerly Hospital	Westerly
Landmark Medical Center	Woonsocket

Imaging / Diagnostics

Roger Williams Medical Center	Providence
Westerly Hospital	Westerly
MobilexUSA	West Bridgewater, MA
Rhode Island Hospital	Providence, RI
RI Medical Imaging	Barrington Cranston East Greenwich East Providence Johnston Lincoln North Providence Pawtucket Providence Warren Warwick

Infusion Therapy

Infusion Resource	East Providence
-------------------	-----------------

Laboratory

East Side Clinical Lab	East Providence (Corporate Office)
------------------------	---------------------------------------

Lifeline Services

Lifeline Systems Company	Framingham, MA
Great Call	San Diego, CA
Safety Net	Boston, MA

Long Term Care Facilities

Bayberry Commons	Pascoag
Berkshire Place	Providence
Cedar Crest Sub-acute & Rehab	Cranston
Crestwood Nursing Home	Warren
Elmhurst Rehabilitation & Health Care Center	Providence
Elmwood Health Center	Providence
Linn Health & Rehabilitation	Providence
Riverview Health Center	Coventry
Scandinavian Home	Providence
St. Antoine Residence	Smithfield
St. Clare - Newport	Newport
St. Elizabeth Home	East Greenwich
St. Elizabeth Manor	Bristol
Steere House	Providence
Tockwotton Home	East Providence
West Shore Health Center	Warwick
Westerly Health Center (skilled only)	Westerly

Medical Transport

Access Ambulance	Pawtucket
Brewster Ambulance Co	Weymouth, MA
Coastline Emergency Medical Services	Providence
MedTech Ambulance	Pawtucket

Miscellaneous

Caregiver Homes	Providence
Meals on Wheels	Providence

Nephrology

Hypertension and Nephrology	Providence
Nephrology Associates, Inc.	East Providence

Neurology

NeuroHealth	Warwick
Neuropsychology Partners, Inc.	Providence

Ophthalmology

Koch Eye Associates	Warwick Providence Johnston North Kingstown Woonsocket Wakefield
RI Eye Institute	Providence East Providence South Kingstown Fall River, MA
Victorian Eye Care	West Warwick

Orthotic Support

Orthopedic Appliance & Brace Center	Providence
-------------------------------------	------------

Pharmaceuticals

Personifilrx New England	Warwick
--------------------------	---------

Primary Care

Dr. Nicholas Nikolopoulos	Providence
Dr. Manuel Calles	Providence
Dr. Julie L'Europa	Woonsocket
Brittany Dalphonse	Providence/Westerly
Natasha Dow	Providence
Donna Kaba	Providence
Elizabeth White	Providence

Podiatry

Dr. Kenneth Segal	Providence
Ocean State Foot and Ankle Specialists	Woonsocket

Psychiatry/Behavioral Health

Butler Hospital	Providence
Community Care Alliance	Woonsocket
The Providence Center	Providence

Pulmonary Medicine/Critical Care

Newport Hospital	Newport
Rhode Island Hospital	Providence
The Miriam Hospital	Providence
Westerly Hospital	Westerly

Radiation

21 st Century Oncology, Inc. D/B/A Roger Williams Radiation Therapy LLC	Providence
21 st Century Oncology, INC DBA South County Radiation Therapy LLC	Wakefield
21 st Century Oncology, INC DBA Kent Radiation Therapy LLC	Warwick
21 st Century Oncology, INC DBA Southern New England Regional Cancer Center	Woonsocket

Respite Services

Bayberry Commons	Pascoag
St. Antoine Residence	North Smithfield
St. Clare – Newport	Newport
St. Elizabeth Court	Providence
St. Elizabeth Home	East Greenwich
St. Elizabeth Manor	Bristol
Scandinavian Home	Warwick
Spring Villa	West Warwick
Summer Villa	Coventry
The Villa at St. Antoine's	North Smithfield

Soft Supplies

McKesson	Newton, MA
----------	------------

Translation Services

Pin Point Translation Services	Providence
--------------------------------	------------

Urgent Care

Newport Hospital	Newport
------------------	---------

Rhode Island Hospital	Providence
Roger Williams Hospital	Providence
The Miriam Hospital	Providence
Westerly Hospital	Westerly

Urogynecology & Pelvic Surgery

Roger Williams Hospital	Providence
21 st Century Oncology, INC DBA Brown Surgical Associates	Providence



Participant Bill of Rights

Your Rights in the Programs of All-Inclusive Care for the Elderly

When you join a PACE program, you have certain rights and protections. PACE-RI 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 PACE-RI.
- Be certified as eligible for nursing home care by the State Administering Agency.
- Be able to live safely in the community at the time of enrollment with PACE services

The goals of PACE are:

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

At PACE-RI 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 and contractors seek 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, to have all of your care kept private and confidential, and to get compassionate, considerate care. You have the right:

- 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.
- To be encouraged and helped to use your rights in the PACE program.
- To get help, if you need it, to use the Medicare and Medicaid complaint and appeal processes, and your civil and other legal rights.
- To be encouraged and helped in talking to PACE-RI staff about changes in policy and services you think should be made.
- To use a telephone while at the PACE Center.
- To not have to do work or services for the PACE-RI.

You have a right to protection against discrimination.

Discrimination is against the law. Every company or agency that works with Medicare and Medicaid must obey the law. PACE-RI cannot discriminate against you because of your:

- Race
- Ethnicity
- National Origin
- Religion
- Age
- Sex
- Mental or physical disability
- Sexual Orientation
- Source of payment for your health care (For example, Medicare or Medicaid)

If you think you have been discriminated against for any of these reasons, contact a staff member at PACE-RI 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 **1-800-537-7697**.

You have a right to information and assistance.

You have the right to get accurate, easy-to-understand information and to have someone help you make informed health care decisions. You have the right:

- To have someone help you if you have a language or communication barrier so you can understand all information given to you.
- To have PACE-RI 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 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 understood by you.
- To get a written copy of your rights from PACE-RI. PACE-RI must also post these rights in a public place in the PACE center where it is easy to see them.
- To be fully informed, in writing, of the services offered by PACE-RI. This includes telling you which services are provided by contractors instead of PACE-RI staff. You must be given this information before you join, at the time you join, and when you need to make a choice about what services to receive.
- To be provided with a copy of individuals who provide care-related services not provided directly by PACE-RI upon request.
- To look at, or get help to look at, the results of the most recent review of PACE-RI. Federal and State agencies review all PACE programs. You also have a right to review how PACE-RI plans to correct any problems that are found at inspection.

You have a right to a choice of providers.

You have the right to choose a health care provider, including your primary care provider and specialists, from within PACE-RI'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 timely access to specialists 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 PACE-RI can no longer maintain you safely in the community.

You have a right to access emergency services.

You have the right to get emergency services when and where you need them without PACE-RI'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 an illness quickly getting much worse. You can get emergency care anywhere in the United States and you do not need to get permission from PACE-RI prior to seeking emergency services.

You have a 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 have all treatment options explained to you in a language you understand, to be fully informed of your health status and how well you are doing, and to make health care decisions. This includes the right not to get treatment or take medications. If you choose not to get treatment, you must be told how this will affect your health.
- To have PACE-RI help you create an advance directive, if you choose. An advance directive is a written document that says how you want medical decisions to be made in case you cannot speak for yourself. You should give it to the person who will carry out your instructions and make health care decisions for you.
- 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 be given advance notice, in writing, of any plan to move you to another treatment setting and the reason you are being moved.

You have a 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.
- You have the right to be assured that your written consent will be obtained for the release of information to persons not otherwise authorized under law to receive it.
- You have the right to provide written consent that limits the degree of information and the persons to whom information may be given.

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- 7697.

You have a right to file a complaint, request additional services or make an appeal.

You have a 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 PACE-RI. You have the right to a fair and timely process for resolving concerns with PACE-RI. You have the right:

- To a full explanation of the complaint process
- To be encouraged and helped to freely explain your complaints to PACE-RI 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 PACE-RI 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 PACE-RI program, staff, or contractors.

You have a right to leave the program.

If, for any reason, you do not feel that PACE-RI is what you want, you have the right to leave the program at any time and have such disenrollment be effective the first day of the month following the date PACE-RI receives the participant's notice of voluntary disenrollment.

Additional Help:

If you have complaints about PACE-RI, think your rights have been violated, or want to talk with someone outside PACE-RI program about your concerns, call 1-800-MEDICARE or 1-800-633-4227 to get the name and phone number of someone in your State Administering Agency.