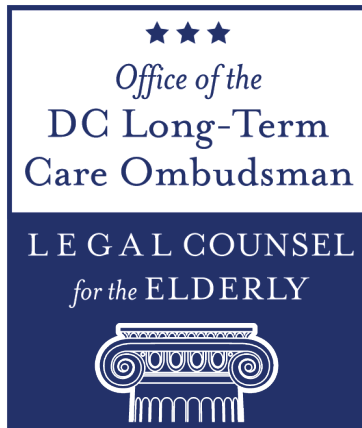


Know Your Rights!

Medicaid beneficiaries receiving services in their own homes are protected by the laws of the United States of America and the District of Columbia.

UNDER THESE LAWS, HOME CARE RECIPIENTS HAVE THE RIGHT TO:

- Participate in the planning and implementation of your person-centered treatment plan
- Voice grievances without fear of retaliation
- Have advance notice of care that will be provided and frequency of visits
- Have confidentiality in care and treatment
- Be informed in advance about charges for services
- Have your property respected
- Have written notice of discharge, transfer and appeal rights thirty (30) days before services are terminated
- Be given information about how to file a complaint with the Department of Health Care Finance (D.C. Healthcare Ombudsman), Department of Health, and the Office of the D.C. Long-Term Care Ombudsman
- Be free from neglect, verbal, physical, sexual, or emotional abuse and financial exploitation
- Receive cultural consideration
- Receive information in a language you can understand



Know Your Rights!

The Office of the D.C. Long-Term Care Ombudsman/
Legal Counsel for the Elderly is providing this Know
Your Rights card to persons receiving Home and
Community Based Services.

If you have any questions, please call
202-434-2190 or email **DCombuds@aarp.org**.

ALL SERVICES ARE FREE AND CONFIDENTIAL

Supported in part by



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