YOUR RIGHTS AND RESPONSIBILITIES

VCC PACE Participant Bill of Rights

At **Vista Community Clinic PACE (VCC PACE)**, we are dedicated to providing you with quality health care and support services so that you can remain as independent as possible and continue living safely in your community.

VCC PACE is committed to protecting your dignity, privacy, safety, and right to participate in decisions about your care. Our staff and contractors seek to affirm the dignity and worth of every participant by assuring the following rights.

Respect and Non-Discrimination

You have the right to be treated with dignity and respect at all times, to have your care and personal information kept private, and to receive compassionate and considerate care.

You have the right to:

- Be treated in a respectful manner that honors your dignity, privacy, and individual needs.
- Receive care from appropriately qualified and trained staff.
- Know the names and roles of the people providing your care.
- Have decisions regarding your care made in an ethical and appropriate manner.
- Receive comprehensive health care in a safe, clean, and accessible environment.
- Be free from harm, including physical or mental abuse, neglect, unnecessary physical or chemical restraints, isolation used for discipline or staff convenience, excessive medication, or other practices that are not medically necessary.
- Be encouraged and assisted in exercising your rights as a VCC PACE participant.

- Receive assistance, when needed, in exercising your Medicare, Medi-Cal, civil, legal, grievance, and appeal rights.
- Be encouraged and assisted in communicating with VCC PACE staff about changes to policies or services that you believe should be made.
- Have reasonable access to a telephone while at a VCC PACE Center.
- Not be required to perform work or services for VCC PACE.
- Receive information about your care, services, and treatment choices in a language and manner you understand and in a way that respects your cultural beliefs, values, and customs.

PACE participant rights include protection against discrimination and the right to receive care in a safe, clean, and accessible environment.

Protection Against Discrimination

You have the right to receive PACE services without unlawful discrimination.

VCC PACE does not discriminate in the delivery of services based on characteristics protected by applicable federal or California law, including race, ethnicity, national origin, religion, age, sex, sexual orientation, gender identity, physical or mental disability, medical condition, genetic information, or source of payment.

If you believe you have experienced discrimination, you may report your concern to VCC PACE and request assistance with filing a complaint.

Information Disclosure

You have the right to receive accurate, understandable information and to have assistance making informed decisions about your health care.

You have the right to:

- Be fully informed, in writing, of your rights and responsibilities and the rules governing participation in VCC PACE.
- Be informed, in writing, about the services offered by VCC PACE, including services provided by contractors.
- Receive information about services before enrollment, at enrollment, and when your health care needs require you to make decisions about services.
- Receive a full explanation of the enrollment agreement and have an opportunity to ask questions about it.
- Receive language assistance when English is not your preferred language or when you need assistance understanding information.
- Request information in an accessible format when needed because of a disability or communication need.

- Examine information about the most recent federal or state review of VCC PACE, as permitted by applicable requirements, and information about how identified problems are being addressed.

Confidentiality and Privacy

You have the right to talk with your health care providers in private and to have your personal health information kept confidential as protected by applicable federal and California laws.

You have the right to:

- Have information related to your care kept confidential.
- Have appropriate authorization obtained before your medical or personal information is released to individuals who are not otherwise authorized by law to receive it.
- Review and request copies of your medical records, as permitted by law.
- Request amendments to your medical records.
- Receive an explanation of your medical records when appropriate.
- Have privacy protections applied to your sensitive health information as required by law.

Choosing Your Provider

You have the right to choose your primary care provider and specialists from the VCC PACE provider network, consistent with applicable PACE requirements.

You also have the right to:

- Request a qualified specialist for women's health services and preventive women's health services.
- Receive timely access to specialists when medically necessary.
- Receive care in the appropriate setting based on your health needs and plan of care.

Emergency Care

You have the right to receive emergency services when and where you need them without prior approval from VCC PACE.

If you believe you have a medical emergency, seek emergency care immediately. You do not need to obtain permission from VCC PACE before receiving emergency services. CMS's current PACE participant-rights document specifically recognizes the right to emergency services without prior PACE approval.

Treatment Decisions

You have the right to participate in decisions about your health care and treatment.

You have the right to:

- Participate in developing and implementing your plan of care.
- Designate a representative or health care spokesperson to assist you with health care decisions, as permitted by applicable requirements.
- Have your treatment options explained to you in a way you can understand.
- Make informed health care decisions.
- Refuse treatment or medications and be informed about the potential consequences of refusing recommended treatment.
- Receive complete information about your health and functional status.
- Request a reassessment of your care needs.
- Request a review of your plan of care.
- Receive appropriate advance notice if you are to be transferred to another treatment setting.
- Receive assistance understanding and establishing an advance directive if you choose to do so.

Exercising Your Rights

You have the right to receive assistance in exercising your participant, civil, legal, Medicare, and Medi-Cal rights.

You have the right to:

- Voice concerns or complaints about your care or services.
- Recommend changes to VCC PACE policies and services.
- File a grievance without fear of retaliation, interference, coercion, discrimination, or reprisal.
- Appeal applicable treatment and service decisions made by VCC PACE or its contractors.
- Request assistance with the grievance and appeals processes.
- Request a State Hearing when you have a right to do so.
- Appoint a representative to assist you with a grievance or appeal.

VCC PACE must maintain a grievance process through which participants or their representatives can raise concerns about service delivery or quality of care. California DHCS currently requires acknowledgment of a grievance within five days and resolution of medical and non-medical grievances within 30 calendar days, subject to applicable requirements.

How to Report a Concern

If you believe your rights have been violated, are dissatisfied with your care or services, or want to file a grievance or appeal, contact VCC PACE:

VCC PACE
425 E Colorado St., Suite 100/110
Glendale, CA 91205

Phone: 818-237-3400
Toll-Free: 1-877-822-7223 (1-877-VCC-PACE)
TTY: 711
Fax: 818-237-3419
Email: info@vccpace.org

You may also speak with your Social Worker or any VCC PACE staff member and request assistance.

PARTICIPANT RESPONSIBILITIES

You and your caregiver play important roles in your health and well-being. Open communication and cooperation with your VCC PACE care team can help ensure that you receive the services and support you need.

As a VCC PACE participant, you are expected to:

- Participate, to the extent you are able, in developing and carrying out your plan of care.
- Provide VCC PACE with complete and accurate information about your medical history, medications, health conditions, and other information relevant to your care.
- Inform VCC PACE about changes in your health, medications, living situation, or other circumstances that may affect your care.
- Participate in recommended appointments, assessments, and care planning to the extent you are able.
- Follow your agreed-upon plan of care and discuss any concerns or difficulties with your care team.
- Take medications as prescribed, unless you and your health care provider have discussed another plan.
- Inform your VCC PACE care team if you choose not to follow recommended treatment or if you experience problems with your medications or treatment.
- Contact VCC PACE for guidance when you have an urgent health concern, unless you are experiencing an emergency requiring immediate emergency care.

- Notify VCC PACE as soon as reasonably possible after receiving emergency services outside the VCC PACE network, so that your care team can assist with follow-up and care coordination.
- Use VCC PACE-authorized providers and services when required under the PACE program, except when receiving emergency services or other services permitted outside the VCC PACE network.
- Follow applicable VCC PACE procedures for requesting services, appointments, transportation, and other support.
- Notify VCC PACE if you wish to begin the disenrollment process.
- Pay any applicable premiums or other amounts for which you are responsible under your enrollment agreement.
- Treat VCC PACE staff, contractors, and other participants with respect and consideration.
- Refrain from asking staff to perform tasks that they are prohibited from performing under PACE requirements, professional standards, or applicable law.
- Communicate any concerns, dissatisfaction, changes in your condition, or problems with your care to your VCC PACE care team.

Questions About Your Rights and Responsibilities

If you have questions about your rights or responsibilities, need help understanding this information, or need assistance filing a grievance or appeal, please contact VCC PACE.

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