

# Hillside Children's Center – Medicaid Service Coordination (MSC)

## PARTICIPANT RIGHTS AND RESPONSIBILITIES

It is the policy of Hillside Children's Center (HCC) that all persons who receive Medicaid Service Coordination (MSC) and Plan of Care Support Services (PCSS) be assured of and have protected his/her legal and civil rights. Each person will be informed of these rights upon admission into the program, as changes occur, and annually thereafter. Based upon each person's abilities and needs, the service coordinator will develop an appropriate and supportive plan for rights training.

At the time of admission into the program the person and his/her parent/guardian/advocate will be informed of his/her rights and given a copy of the same. A signed copy will be placed in the person's file. These rights will be reviewed and signed annually.

It is the policy of HCC that all persons will receive care and treatment fashioned to their needs. HCC procedures for resolving concerns, objections or grievances are found in the HCC MSC Family Handbook, which is given upon enrollment in the program. These procedures may be reviewed whenever the person wishes to have a concern or objection addressed, as well as to pursue a more formal grievance process if their concerns or objections are not resolved at an informal level.

### Medicaid Service Coordination & Plan of Care Support Service

- Each person is informed of his/her rights at the initial/admission meeting, whenever changes occur, and at least annually.
- People's rights will be discussed at semi and annual ISP meetings to ensure understanding.
- People's rights are written in such a way as to be clear and understandable to the person.
- People will be encouraged to exercise their rights, whenever appropriate, in daily living situations.
- Active use of the right leads to a better understanding of what that right truly means.

### Your Rights

I can expect that I will be given the respect and treatment I deserve—no matter what the color of my skin, no matter what my religion, no matter where I come from, no matter how old or young I am, no matter what my medical condition, no matter if I am a boy or girl, man or woman, whether I have a disability, and no matter my sexual orientation or gender identity.

#### Therefore, I can expect to have the following rights:

1. My parents/guardians/advocates and I have the right to talk about complaints and concerns, and to make suggestions without being afraid of getting in trouble.
2. I have the right to live in and work in a safe and clean place.
3. I have the right to have my own personal cultural identity respected.
4. I have the right to apply and accept any job I choose and to be paid a fair and competitive wage for any work I do.
5. I have the right to be protected from any form of exploitation.
6. I have the right not to be hurt physically or to be treated badly or to be spoken to in a mean or destructive way. I have the right not to be used by others to perform their responsibilities. I have the right to be treated fairly without worry of being punished physically, sexually or verbally (i.e., being hit, beaten, intimidated, threatened, etc.). I have the right to contact the Justice Center at (855) 373-2122 if I feel mistreated physically or emotionally.
7. I have the right to be involved in activities that are consistent with my needs and interests, and that I am able and want to perform, although there may be some risk involved. I have the right to use or participate in social, recreational and community programs, and the right to decide my activities.
8. I have the right to receive services without discrimination.
9. I have the right to choose or change any of my service providers at any time.
10. I have the right to see a doctor or dentist when I need to. I have the right to say who my doctor or dentist is, and the right to see another doctor or dentist if I need a second opinion. I have the right to know about different kinds of treatment available to me, the risks to me if I choose a particular treatment, and that I have the right to refuse treatment if I want to. My parent/guardian/advocate can help me with these decisions.
11. I have the right to decide whether I want to join a particular religion or community group or organization, and to say where I want to go for religious services.
12. I have the right to advocate for myself, or to get help and support from staff who are trained to help me and understand my rights.
13. I have the right to appropriate education or support services.
14. I have the right to help develop or reject the goals in my Individualized Service Plan (ISP). My ISP will be designed especially with me, using the Person Centered Planning Process, to help me learn things that will assure that I live as independently as possible. My ISP may also be known as my Person Centered Plan (PCP).
15. I have the right to learn about elections in my city, town, state and country, and to learn about my responsibility as a member of my city, town, state and country.
16. I have the right to learn correct information about sexuality, birth control and family planning. I have the right to sexual expression depending upon whether or not I can give informed consent. I must make sure that I don't infringe on the rights of others. I have the right to decide about contraception and pregnancy. I have the right to know and understand why limits may be placed on my expression of sexuality.
17. I have the right to make decisions about whether I want to have a child.
18. I have the right to fair treatment regardless of illness or medical status. I have the right to freedom from discrimination, abuse or any adverse actions based on my status of an HIV-related test or for being diagnosed as having a HIV infection, AIDS or HIV-related illness.
19. I have the right to receive medication only if needed and only in the amounts that are necessary for my well being. I can get help in reducing dependency on drugs and physical restraints.
20. I have the right to complete a Health Care Proxy form. I have the right to make or have made on my behalf an informed decision regarding cardiopulmonary resuscitation in accordance with the provisions of Article 29-B of the Public Health Law and any other applicable law or regulation.
21. I have the right to have my records kept private. No information should be given without my permission or that of my parent/guardian/advocate.
22. I have the right to as much privacy as possible in my sleeping, bathing and toileting areas.
23. I have the right on or before receiving services to know what I will be responsible for providing and paying for, and what the agency will provide and pay for me. If any changes occur, I have the right to know about them, and will receive in advance notice of the changes.
24. I am aware that participation in research is voluntary and services are not affected by this decision.
25. None of my rights can be taken away for the MSC's convenience or for punishment.

**Note:** Implementation of many of the rights detailed above entails inherent risks to persons. To the extent reasonable, foreseeable and appropriate under the circumstances, such risks shall be described to the person and/or parents, guardians or correspondents. However, persons assume responsibility for those risks typically associated with participation in normal activities to the extent the person's abilities permit such participation.

Every effort will be made to inform the person of his/her rights. If the person has been adjudicated incompetent or it has been determined by an interdisciplinary treatment team that the person is incapable of understanding these rights, the above stated rights and responsibilities devolve to the person's next of kin, guardian, or surrogate, who shall advocate on the person's behalf.

### Hillside Children's Center Person Rights

If my parents, guardians, or correspondent feel that any of my rights and privileges have been taken away, I understand that the Chief Executive Officer or their designee at HCC should be notified to resolve the problem.

### Customer Service

We will make every effort to provide you with helpful, professional services. If, for any reason, you are dissatisfied with our service, please let your Service Provider know right away; or to gain access to a Program Supervisor, you may call Service Integration at **(585) 256-7500** or the Customer Satisfaction Line at **(585) 256-7761** or toll free at **(877) 346-1190**.

There are various advocacy groups that can help if you feel you or your family member's rights have been violated. Please see your Family or Participant Handbook for a complete listing of advocacy groups. If you need a new copy of your Family or Participant Handbook, please talk with your primary worker. You may also wish to contact Customer Satisfaction at **(877) 346-1190** or email [info@hillside.com](mailto:info@hillside.com) for information on advocacy groups.