



Employer Handbook

for the
Participant Direction Option
Revised January, 2018

We're here to help. UnitedHealthcare Community & State.
Toll-Free 800-791-9233
and TTY/TTD 711,
Monday through Friday, 8:00 a.m. to 8:00 p.m.

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Contact Information

Important Phone Numbers

UnitedHealthcare Member Services.....	800-791-9233;
TTY/TTD711	
CDCN Main Line... ..	877-270-9580
CDCN Fraud Hotline.....	877-532-8530
CDCN Work Injury Hotline.	888-541-1701
CDCN Fax Line.....	877-344-0999
Florida Abuse Hotline.....	800-962-2873
(To report Elder Abuse, Neglect and Exploitation)	
State Fraud Hotline.....	866-966-7226
Office of Inspector General Line... ..	850-717-9264

Email

InfoCDFL@ConsumerDirectCare.com

Web (forms and information)

<http://ConsumerDirectFL.com/forms/>

Web (Job Board/Provider Directory)

<https://providers.consumerdirectcare.com/florida>

Web (online time entry)

<https://FL.MyDirectCare.com>

Welcome!

Welcome to self-directed services! We are the Consumer Direct Care Network (CDCN). We urge people to have more control and choice over the services they receive. We want you to live the life that you want. People who self-direct their services report being happier with the services they receive. They also like the freedom they have as a result.

CDCN provides services and supports that help older adults and individuals with disabilities remain safe, healthy, and independent in their own homes. We believe deeply in the philosophy of self-determination. This is a process that enables a person to remain in control of their own life. We value the strength and ability of each person. We help you stay involved in the direction of your own care. We feel this will contribute to your health. It will also help build healthier, happier communities.

Our Mission.

Provide quality service to individuals and families so they can remain in their homes and communities.

Our Vision.

The Company will lead the industry in expanding choice and control in the lives of people with disabilities, the elderly, and their families.

Our Values.

SERVICE is the basis of our values.

• Support • Engagement • Respect • innoVation • Integrity • Compassion • Excellence

Handbook.

This Handbook is for Participants and Employers. It will help you understand your responsibilities in a self-directed program. Please read this Handbook carefully. It is a lot of information. However, it will answer many of your questions. We advise that you keep it as a reference for the future.

Definitions/Abbreviations:

- Participant – The person receiving services. They are also the Employer Identification Number (EIN) holder.
- Employer – The Employer may be the Participant or their representative. The Employer is tasked with hiring, firing, and scheduling DSWs.
- Direct Service Worker (DSW) – A person hired by the Employer. They will provide services for the Participant.
- Case Manager – A healthcare professional; they assess, plan, facilitate, coordinate care, and evaluate the Participant to make sure that the Participant receives their needed level of care.
- ANE – Abuse, Neglect, and/or Exploitation.
- HIPAA – Health Insurance Portability and Accountability Act.
- PDO – Participant Direction Option.

If you have questions, you can get more information by:

Calling your plan case manager

Looking up the information in this Handbook.

Calling CDCN.

Welcome to CDCN! We hope your experience is enjoyable and rewarding.

CDCN's Role and Responsibilities

What does CDCN do as a Fiscal Employer Agent?

CDCN follows all applicable Federal, State, and local laws. We also follow Federal and State Medicaid regulations, policies, and procedures.

Service Agreement

As the Employer, you must sign a service agreement. When you sign, you accept responsibility for all parts of the Participant's care. The Participant may elect a representative to be the Employer; in this case, the representative is responsible for all parts of the Participant's care. The Employer will hire, train, schedule, and manage DSW(s). The agreement covers both Employer and CDCN's responsibilities. A blank copy of the most recent agreement may be found on our website. Please see this for more information on duties unique to the Participant's program.

Notice of Privacy Practices (HIPAA) Statement

CDCN is required by law to keep the Participant's health information private. Our Notice of Privacy Practices explains our legal duties. It covers our privacy practices with respect to your health information. This is found in the appendix.

Reporting of Abuse, Neglect and Exploitation (ANE)

CDCN staff must report all cases of suspected ANE. If you tell us of an incident of ANE, we must report it. More information is included in the ANE training module. This is found in the appendix. **ANE may also be reported to Adult Protective Services and your plan case manager.**

Corporate Compliance Policy Statement

CDCN maintains and promotes integrity and ethical behavior. A policy is in place to assure compliance with all governmental laws, rules and regulations. CDCN supports:

- Ethical standards.
- Standards of conduct.
- Has zero tolerance for fraud and abuse.

We will send you our Corporate Compliance Policy, if you request it.

Complaints and Grievances

We like to hear your feedback. If you have a complaint or grievance regarding the services you receive from CDCN, please let us know. We will respond in a reasonable and prompt manner. We will work with you to attempt to reach a resolution.

Filing a Complaint or Grievance

A complaint should be filed if you have an issue with something within CDCN's reasonable control. For example, issues with our enrollment procedures, handling of payments, or web portal concerns. Complaints may be made verbally or in writing.

You may also file a grievance. This should be filed if you feel your rights have been violated or you disagree with one of our policies. Grievances must be submitted in writing for our review.

To submit a complaint or grievance, call UnitedHealthcare's Customer Services at **1-800-791-9233 or TTY/TTD 711**

Or write to:

**UnitedHealthcare Community Plan
P.O. Box 31364
Salt Lake City, UT 84131-0364**

Participant/Employer Responsibilities

Recruiting and Interviewing

How do you hire a DSW? Think about where the Participant lives. It may be a good idea to make an ad. Post the ad in the community. Possible locations to post the ad:

- Local job service/employment office
- Groceries store
- Laundromat
- Church
- Community college or university
- Social service agency
- Community newspaper
- Free weekly advertising guide
- Center for Independent Living

Call these places first. Find out whom to talk to about their rules for posting flyers or submitting an ad. CDCN has a job board as well. Please go to the job board to find a list of people that would like to work as a DSW. The CDCN Job Board is located here: <https://providers.consumerdirectcare.com/florida>

Get the Word Out

The Employer may tell people that they are in need of a DSW. A good start is to tell family and friends. Other Participants may be able to help as well; they may have DSWs who want to work more hours or who are willing to fill in. Be sure to tell the Participant's Case Manager. They will know the needs of the Participant. They may suggest a person that would be a good fit.

Things to Remember While Screening Job Applicants

It is against the law to ask people certain questions when screening them for a job. Do not ask questions that can be used to discriminate against them. Doing so is against the law. **Some examples of questions that can and cannot be asked in an interview include:**

Can Ask

- Tell me about yourself.
- Why do you want this job?
- A normal day would look like... Are you still interested in this position?
- What experience do you have in providing care to someone?
- What types of training have you had that would aid in this position?
- What are your goals in the next year?
- There are a lot of tasks that need to be done in a shift. If one took longer than usual, what would you do to make sure that the rest of the tasks were done within the allotted time?
- Do you have any questions for me?

Cannot Ask

- How old are you?
- What is your native language?
- Are you married?
- Do you have children?
- Have you ever been arrested?
- What church do you attend?
- What is your religion?
- Do you belong to any clubs?
- What is your credit score?
- Do you own or rent your home?
- In what country were you born?
- When were you born?
- Do you have a disability?
- Are you a Republican or Democrat?
- What is your race?

Criminal Background Checks

A background check must be done on all applicants before they can be hired. The same check must be done on your prospective representative. If they have a history of ANE or other barring offenses, they can't be hired or represent the Participant. This check is for your safety.

CDCN will review the check once received. The results will be compared to the list of barring offenses. If the person is not cleared, CDCN will tell the Employer. No one is cleared to work until they receive an "Okay to Work." This will be sent out by CDCN.

Hiring DSWs

The Employer must hire their DSWs. There are some forms that must be completed; these have to be done before the DSW can start work. One of our roles is to help you with this process.

DSW Packet

You have found a DSW you would like to hire. First thing the DSW will need to do is complete a DSW Enrollment Packet. This packet can be found on our website or by calling us.

You need to make sure that the DSW Enrollment Packet is filled out completely. Incomplete packets will be sent back to you. DSWs can't work for you until you receive an Okay to Work letter. This will be sent by CDCN. Hours worked before being hired and receiving the Okay to Work letter will not be paid. These hours are considered unauthorized.

Remember

Contact us if there is a problem with a DSW and you don't know how to respond. We are happy to help.

Managing DSWs

You will have to manage and supervise DSW(s). Managing and supervising DSWs requires that you:

- Orient new DSWs to the job.
- Train all DSWs.
- Set a work schedule.
- Be direct and assertive with communication.
- Give positive and constructive feedback.
- Create a good working relationship.
- Treat all DSWs consistently and fairly.
- Deal with conflict.
- If necessary:
 - Implement corrective action.
 - Terminate DSWs.

How you manage and supervise is important. It may affect how long a DSW will work for you. It can also affect how happy they are at work.

Orientation

A DSW's first day of work is a great time to orient them to the job. You should take this time to tell them what you will expect from them. Try to schedule the first day at a time when you do not have to rush. The Employer may consider to:

- Have a volunteer or friend help out.
- Be very clear about job duties.
- Organize paperwork, training materials, etc.
- Think ahead. Let's say the DSW will be cleaning the house. How do they get supplies? What is their role in buying supplies? Should they keep receipts? Where should they store the supplies?
- Set the work schedule.
- Identify house rules that the DSW may need to know about.

At the end of the first day, tell the new DSW the things they did well. That will help them know to keep doing those things.

Suggestions of things to include in orientation:

1. A tour of the living space.
 - a. Show the new DSW where supplies and equipment are kept.
 - b. Tell them of any living space that is off limits.
 - c. Show the DSW where emergency exits are.
 - d. Show the DSW where the fire extinguisher is. Tell them how to get out of the house if there is a fire.
2. Give information about the Participant. This may include their disability and/or needs. Is there anything specific that the DSW should know? Do they have trouble going to sleep? Do they dislike certain smells? Do they have blood sugar issues?
3. Give information about the house rules.
 - a. Style of communication.
 - b. Dress code.
 - c. No smoking on premises.
 - d. Limiting cell phone usage to emergency calls.
 - e. No loud music.
4. Explain and show what the DSW needs to do.
 - a. Give a list of the job duties.
 - b. Explain the duties in the order that the Participant wants them done. A checklist or job outline may help.
 - c. Have him or her observe someone doing all of the tasks. This could be a skilled volunteer/friend or family member.
 - d. Go one step at a time. Make sure the DSW can do the step before going on to the next one.
 - e. It may help to use other methods to train. A video or pamphlet may be useful.

5. Safety and Security.
 - a. Lifts and Transfers. Review the safe process for doing lifts and transfers. CDCN will send you a pamphlet on this, if you request one.
 - b. Talk about safety guidelines. Do this for any equipment that the DSW may use.
 - c. Discuss the emergency and backup plan with the DSW.
 - d. How will the DSW get in and out of the home? Is the Participant able to open the door? If not, set up a process so that the DSW can get in and out.
 - e. Infection Control. It is important to have the DSW wash their hands. You may choose to stress this topic. Tell the DSW to wash their hands before cooking food. Make sure they wash their hands before and after personal care duties. Discuss the use of gloves. If used, show them where they are stored. Let him or her know if there is a sharps container. If you would like to know more, please see the Infection Control Plan training. CDCN will send you a pamphlet on this, if you request one.
 - f. Show him or her where the fire extinguisher is. Show them how to use it if they do not know.
 - g. CDCN will send you a Safety Orientation pamphlet, if you request one.
6. Expectations. The Employer needs to be clear with what they expect in terms of the DSW's performance. It is better to start firm and then relax. You need to stress the topics that are important to you. Here are some examples:
 - a. Confidentiality. What you say and do while the DSW works should remain private. The kind of help that the DSW provides is personal. Your DSW(s) should not talk about your private information with others. This includes their friends, family, or other people they may work for. Some people think that as long as they do not say bad things, then what they say is not a violation of confidentiality. This is false. Remind them that doing so is rude to you. Doing so can be grounds for termination as well. A HIPAA guide is included in the appendix. You may have your DSW read this for more information on HIPAA laws.
 - b. Use of household items. Be sure to give some thought to the rules on using the Participant's items. This includes their phone, car, and food. State these rules clearly upon hire. It is easier to state the rules early on, than to wait until after an offense has happened.
 - c. Tell the DSW the rate of pay. Explain the pay schedule. Go over other time sheet reporting requirements.

Training

As the Employer, you will need to train all new DSWs. Below are some training tips to consider.

1. Here are three steps that may be used when training the DSW:
 - Tell them what they will be taught.
 - Tell them what they are expected to learn.
 - Repeat what you told them.

If more training is needed, have a second session. Start with a review of what was taught in the first session. Then begin the new training.

2. You will need to give instructions for each task. Describe each step of the task. Do not move to the next step until the DSW has the first step down.
3. Do not assume that the DSW will understand what is being taught right away. Ask them for feedback. Let the DSW know that they can ask questions.
4. You will need to explain some tasks and routines. When doing so, tell the DSW why it is important. If it is time sensitive, tell them why.
5. Be consistent in how you explain things. Know that these things may change. If they do, be sure to explain why the change happened.
6. Be patient. You are giving the DSW a lot of information at once. They likely will not get all of your directions right the first time.
7. Try to be aware of how much the DSW can learn at one time. Some may be able to learn a whole task or routine at once. Others may require steady training sessions.
8. It may be easier for the DSW to see the task done. If you can, have someone show how to do the tasks. This could be a friend or family member.
9. Give the DSW feedback. Make sure to give both constructive and positive feedback.

Work Schedule

The work schedule is helpful to the DSW. It lets them know what days of the week and times they need to work. The Employer sets the schedule. They also outline the tasks the DSW needs to complete at work. This can be found on the agreement between the Employer and DSW. It is also on the DSW's job description.

Sometime issues come up where the DSW may not be able to work a scheduled shift. The Employer may choose to be flexible with the work schedule during these times. Just remember that the work schedule should be based off of the Participant's needs and authorized level of care; **the DSW should never dictate the work schedule.**

Direct Communication and Being Assertive

Working with a DSW that provides in-home services is different from other work relationships. Most other work relationships do not involve such personal contact. You will need to be a good supervisor. You also need to make sure that needs are being met. To do so, you will have to be assertive and direct with communication.

How you communicate with the DSW is a big part of the success of the work relationship. Sometimes a friendship already exists. If this is the case, it is important for you and your DSW to remember the roles in the working relationship.

Being assertive and direct with communication means to:

- Speak up for oneself.
- Explain care needs.
- Be clear with likes and dislikes.
- Be respectful.
- Use "I statements." For example, "when you do _____, I feel _____."

Doing so shows the effect of the DSW's behavior. It does not personalize the feedback. This will help prevent the DSW from getting defensive.

Positive and Constructive Feedback

You are a supervisor. This means that it is your duty to help the DSW do his or her job to the Participant's satisfaction. If the DSW is doing the job well, compliment him or her. If they are not doing the job correctly, you need to tell them that as well.

There are two forms of feedback; constructive and positive. Constructive feedback should be used to teach the DSW how to improve their job performance. Positive feedback lets the DSW know that they are doing a task the right way.

Constructive Feedback:

If the Participant is not happy with how the DSW does a task, use constructive feedback; tell or show the DSW how to do the task differently. For example: "I need you to cut up my food into smaller pieces, please."

- When the DSW does a task incorrectly, bring it to their attention. Patiently remind him or her of the correct way to do it.

Positive Feedback:

If the Participant is happy with how the DSW does a task, use positive feedback; complement, thank, or show appreciation to the DSW. Positive feedback lets the DSW know that they are doing the task the right way and to keep doing it that way. For example: "Thanks for cutting my meat this size. It is easier for me to chew and swallow."

- When the DSW does a task the right way, praise their performance. Tell the DSW exactly what was done correctly.

Open communication and feedback with the DSW is important. The clearer the Employer is the better. This will ensure that everyone is on the same page.

Creating a Good Working Environment

It is hard to find good DSWs. Try to create a relationship that lasts long. Most DSWs stay with a job because it is self-rewarding. You want the DSW to be satisfied with their work. If they are, they will continue to work for you for a longer time. Below are some ideas for creating a good working environment:

- Treat DSWs with kindness. Be fair and respectful.
- Be constructive with feedback. Focus on the behavior. Do not focus on the person.
- Keep communication open.
- Talk through problems as they come up. Avoid taking out frustrations on the DSW.
- Be flexible when possible. The DSW may ask to come in a few minutes late because they have an event at school for their child. It may be nice to grant this request.
- Check in with the DSW. See how he or she likes the job. If they are unhappy in any way, you

have the chance to fix it.

You have the chance to provide a positive work place for the DSW. This, in turn, helps them be happier. The happier they are the more productive and motivated they are to work. A DSW who is happy in his or her work will stay longer. They will also do a better job.

Treating DSWs Consistently and Fairly

Be sure to treat all DSWs the same. If not, they may feel like you are discriminating against them. For example, you let one DSW be flexible with the time she starts her shift. Think about giving the same courtesy for your other DSWs. Sometimes DSWs have special requests. They may ask to leave early to go to a child's baseball game. It may be nice to grant the request. Just be sure to act the same for each DSW.

You should also treat DSWs fairly. Use both constructive and positive feedback to teach DSWs how to do their job. It is a good idea to keep a written log of the feedback given. A log may help if the DSW does not improve and you need to dismiss them. If the DSW claims unemployment, he or she cannot say that they were wrongfully discharged. A wrongful discharge can result in unemployment rates increasing. That can affect the hourly wage paid to DSWs.

Be respectful of all DSWs. Try not to raise your voice, name call, or yell. This can affect how a DSW feels about their job. It can also be viewed as abuse. You should treat DSWs as he or she wants to be treated. This is called mutual respect.

Employer Responses

The DSW has been working for a while. They may start doing some things that you do not like. For example, a DSW is often late for work. A policy may need to be set that applies to being late; if the DSW is late three times, then they may be dismissed. If you dismiss a DSW, please let CDCN know right away.

It is good to inform the DSW of consequences to negative behavior. **Remember, a policy set for one DSW must be applied to all DSWs.**

Resolving Conflict

Conflicts will come up. They are a part of building a relationship. Conflict is not the problem. It is how people deal with the conflict that can create a problem. Try to deal with conflicts as soon as they come up. It is best to keep emotions in check. This way things do not get worse than they should be. Make sure to be fair and consistent; DSWs will tend to respond in a non-threatening and positive way to this.

If a conflict occurs. First, go through the original agreement with the DSW; this covers job duties, pay, time off, etc. Does the DSW still refuse to follow the rules? Be prepared to replace them.

Problems will come up. It may help to use a step-by-step process to resolve them.

1. Identify the Problem

This may seem simple. Yet, sometimes not everyone will agree that there is a problem. As an example, you may have a problem that the DSW wears headphones when they clean the house.

The DSW does not see this as a problem.

2. Define the Problem

Try not to attach motives. Do not play the blame game. Try not to make value judgments. Instead, ask open ended questions. Try to use active listening skills. This will help you better understand and define the problem.

Whose duty is it to solve the problem? Examples include:

- A wheelchair breaks. This is the Employer's problem. The DSW could help solve the problem.
- A DSW listens to music while they clean. That would fall under the Employer's problem. This is because the DSW cannot hear when the Participant might need him or her.
- The DSW lost her childcare. She cannot make other arrangements for a week. This is both the Employer and DSW's problem.

When you solve a problem, make sure that each person involved has input. The person who has ownership of the problem should make the final decision.

3. Brainstorm Ideas for Solutions

Each person involved should suggest solutions. Do not criticize any ideas at this step; it is best to have more ideas than less. Write down every solution, no matter what it is.

4. Discussion and Evaluation

Take a look at the list of solutions. Have a group meeting with each person involved. Discuss the positives and negatives of each item listed. Write out a list of the good and bad; this list can help in the evaluation process.

5. Recognize if Compromise is Necessary

Decide on the solution. Choose the one that will best solve the problem.

6. Make a Plan

Everyone involved should agree. Who will do what, where, when, and how to solve the problem.

7. Evaluation of the Solution

Set a date and time to meet. Discuss whether the solution is working. Revise the plan as needed. Try to face problems right away. In doing so, working relationships can be strengthened and improved. Be sure to use problem solving. This can keep everyone working as a team and with less stress.

Corrective Action

At times, a DSW may not follow rules or do what you expect of them. When this happens, it is the duty of the Employer to let the DSW know. This gives the DSW a chance to correct their behavior. Many Employers use a three-step process. This process is called "progressive discipline." It helps DSWs understand that their work must be improved or corrected. The steps are:

1. Verbal warning
2. Written warning
3. Job termination

The above three steps give the DSW a chance to improve. If they do not, you will need to think about

whether you want them to still work for you. Put all warnings in writing, even if it was a verbal warning. This way the DSW cannot deny being talked to before he or she was dismissed. It is a good idea to decide a plan of action. What will the DSW do to improve? Is there something you can do to help?

Remember to write down issues as they occur. This way you have specific examples when you discuss the issue(s).

If there is a problem, it helps to:

1. Schedule a time to meet with the DSW. Do you want it to be paid time? If so, meet within the authorized hours.
2. Prepare for the meeting. To start, write down any concerns. This way thoughts are organized and key points are remembered. When you meet, discuss all of your concerns. Be aware of emotions and how they affect what is being said. Anger and being critical or defensive will not help explain concerns. Try to remain calm.
3. Use "I" statements. This shows ownership of the experience. For example: "I feel frustrated when you come to work late. It makes me feel anxious. I worry that I will not be able to get to the bathroom on my own." Try not to blame them. For example: "you do not care about me. If you did, you would be on time." This will put the DSW on the defensive. They will not hear the whole problem.
4. Let the DSW have a chance to voice his or her concerns. Listen to what they have to say. Try not to interrupt them.
5. You need to be willing to examine yourself. Try to own your part in the conflict.
6. Come to a final agreement about the problem. Put it in writing. This way each person leaves with the same understanding of what will happen.

At times it may feel like it is not possible to solve a problem. It can help to involve someone else. If this happens, call the Participant's Case Manager.

Terminating DSWs

DSWs may choose to stop working for you. Sometimes you may find that you need to fire the DSW. Upon termination of employment, you must send a final time sheet to us. This should be sent within two (2) business days of the last shift worked. Doing so will ensure that the DSW receives final payment timely. The DSW's final check will be paid according to the normal pay schedule. You need to also contact your UnitedHealthcare case manager.

Not everyone that is hired is capable of doing the job. If you decide to terminate, consider the following:

- Clearly state the reasons for termination. Do not personally attack the DSW.
- Have another person there. The DSW might be angry. Do not put your safety at risk.
- Dismiss him or her over the phone, if possible.
- Have a backup DSW ready to start.
- It is against the law to withhold payment of wages. The DSW must be paid. This includes if you are not satisfied with the work performed.

In some cases, employment should be ended right away. Examples are if the DSW has:

- Stolen something.
- Been abusive. This includes physical, sexual, verbal, or mental abuse.
- Shared your private information.
- Did not follow the agreement between the Employer and DSW.

If your DSW has broken the law, you should report this to the police right away.

You may have lent some of your property to the DSW. Have them return this when you terminate them. Make sure to get the keys to your home back.

Paying DSWs

You are required to submit a time sheet for each of your DSWs. A time sheet keeps track of the services that your DSW provides. Time sheets can be online time cards or paper time sheets. They are legal documents. Time sheets are used to track the actual hours worked; they should be filled out for each time period.

Submitting time online through the web portal is the best method of time entry. The web portal is a secure and confidential site. It is a more accurate and efficient process because:

- There are no paper forms to deal with. DSWs enter time into the web portal. When the pay period ends they can then submit the time. Once they submit time, you can log in and approve their time. There is no paper involved. This means that there is no paper to lose, misplace, or forget to send.
- There is no worry about mistyping ID numbers or service codes. The system already knows those settings.

For web portal, the DSW must enter the time they worked. The Employer does not enter time; they just approve the time entered.

We suggest that you use the web portal. Paper time sheets may also be used. If using paper time sheets, do not photocopy previously submitted time sheets. **Signatures must be originals every time.** There are time sheet instructions on our website. Please see these for more information.

We will pay your DSW(s) for you. Payment will occur every two weeks. You must submit accurate time for this to happen. **Please approve all time worked upon completion of the DSW's last shift of the work week.** Time must be submitted no later than Monday at midnight in order to be paid according to the pay schedule. Late time sheets may result in late pay.

Making Corrections

For online time, corrections must be made before the Employer approves the time. For paper time sheets, corrections can be made before or after submittal.

If you need to make a correction and have not submitted the time sheet yet, simply:

- Draw a single line through the error; and
- Enter the correct information on a new line.

Please do not use whiteout when making corrections.

If a correction must be made after the paper time sheet has been submitted, **do not** correct and resubmit the original. Instead, please:

- Use a blank time sheet; and
- Fill out only the lines of time that require correcting.

Incorrect or incomplete submission of time will need to be resubmitted with corrections. This may result in a delay of pay.

Working Hours

DSWs must complete all hours and schedules they accept from the Employer. Definite hours are not guaranteed. Positions are considered to be “temporary” because the work is not guaranteed. The Employer will determine job duties and work schedules. This will be based on the Participant’s current and approved plan of care.

All hours worked or tasks performed must be authorized on the plan of care. DSWs will not be paid if the time or task is not authorized. The Employer may be responsible for payment if the Employer has the DSW:

- Work hours that are not authorized on the plan of care.
- Do tasks that are not approved.
- Work is performed prior to receiving an Okay to Work date from CDCN.

Payroll

Payment may be issued through direct deposit. This can be to the DSW's bank account or by pay card. Pay days are every other Friday. For more information, please see the Pay Calendar. It is located on the CDCN website. Paper checks may be used from time to time. The DSW’s first and second paycheck will likely be sent by paper check. Paper checks are sent through the United States Postal Service (USPS). Delivery time depends on the local USPS. Paystubs (a summary of pay) are sent to the DSW's current address on file; they are mailed from CDCN’s processing center on Thursday of each payroll week. In order for the DSW to be paid correctly, time **must** be received by midnight on the Monday that follows the week worked.

W2’s are issued to all DSWs. They will be sent out by January 31st for the previous year. DSWs should receive a W2 by February 10th. If they do not, please contact CDCN.

If a DSW’s address changes, they must update their address with CDCN. Otherwise, their W2 and paystubs will continue to go to their old address.

Workplace Harassment

The Employer has a duty to keep the work place harassment free.

All forms of harassment are prohibited. This includes sexual harassment. Harassment is the use of degrading words, or behaviors towards someone. It may also be towards a person's characteristics including:

- Race
- Color
- Religion
- Gender
- Sexual Orientation
- Gender Identity
- National Origin
- Age
- Disability
- Genetic Information
- Marital Status
- Any other unique quality protected by the law

Harassment is not allowed. Please see Title VII of the Civil Rights Act of 1964, the Equal Opportunity Commission, and State regulations for more information.

Sexual Harassment

Sexual harassment, as defined by the U.S. Equal Employment Opportunity Commission (EEOC), is any unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when any of the following occur:

- The behavior affects a person's employment.
- The behavior affects a person's work performance.
- The behavior creates an intimidating, hostile, or crude workplace.

Sexual harassment may include a range of subtle and not-so-subtle behaviors. It may involve people of the same or different gender. Examples of prohibited sexual harassment include, but are not limited to:

- Sexual flirtations, touching, advances, or suggestions.
- Verbal abuse of a sexual nature.
- Graphic or suggestive comments about a person's dress or body.
- Sexually degrading words to describe a person.
- The display of sexually suggestive objects or pictures, including nude pictures.

Reporting Harassment

Everyone in the workplace must always behave appropriately. They must follow this policy. If a person believes he or she is a victim of harassment, he or she may choose to take action before filing a formal complaint. When talking to another person regarding harassment, the person must:

- State the facts as they see them.
- Describe their feelings to the incident (s).
- Describe their reactions to the incident (s).
- State what he or she would like to happen next.

A person may file a complaint. This can be at any time. We suggest that they first file a complaint with CDCN. This provides us the chance to intervene in and possibly resolve the issue. Seeking revenge or threatening anyone who makes a complaint is not allowed. Please report all complaints relating to an alleged violation of this policy to us. You may also report these issues to:

- Your state's Equal Right Division; or
- The United States' Equal Employment Opportunity Commission.

Alcohol and Drug Free Workplace

The employer has the right to an alcohol and drug free workplace. Being under the influence of, or having alcohol or any illegal drug, in any amount while working, is not allowed. Violating this practice may result in a DSW losing his or her job.

Confidentiality and Disclosure

The Participant's information is private. Your DSWs should **not** share any of the Participant's information. This includes their medical care.

Termination of Services

Services may be ended by CDCN. They may also be ended by the Participant. The process is as follows:

By CDCN

We may end the working relationship with a Participant. Per CDCN policy, we must provide advance written notice to the Participant. We will not end services without offering additional training. Training will be offered to the Participant. We may encourage the use of a personal **representative**. For violations of our policies or state regulations, services may be ended immediately. Please refer to the most recent service agreement for more information. A blank copy may be found on our website.

By the Participant

You may choose to end services at any time. The termination may involve dropping out of the self-directed program. Or it may be to transfer services to another program or provider.

Reporting Status Changes/Notifications to CDCN

You or your DSW's information may change. Please let us know when this happens. We would like to know within one business day of the change. Call our office and we will update our records. Here are examples of changes that we would like to know about.

- Name
- Mailing address
- Phone number
- Dismissal or resignation of a DSW
- Moving out of the state
- Leaving the service area for an extended period of time (longer than 30 days)
- Participant hospitalization intake and discharge dates

- Inpatient Rehabilitation or Inpatient Hospice Services

Please tell us about any of these changes right away. If you wait, it could result in delayed or incorrect pay. To report a change, please call our office. Also contact your UnitedHealthcare case manager.

Safe Work Environment

It is important to have a safe work place. The Employer and their DSW are responsible to:

- ✓ Keep a safe and healthy work place.
- ✓ Follow all health and safety laws and requirements. This includes federal, state, and local laws.
- ✓ Always follow correct safety practices and procedures. This will help to avoid injuries and illnesses.

Please report any unsafe conditions right away. Reports should go to the Participant's Case Manager. In some cases, you may need to notify Adult Protective Services (APS) or the authorities. The number to APS is included on the Contact Information sheet. Please find it on page one of this handbook.

We have included a Home Safety Check Resource form. This can be found in the appendix. The form may be used to help identify safety issues within the Participant's home. Use of this form is not required. It is given out as a resource.

DSW Safety and Accident Prevention

DSWs must follow usual procedures for working safely and preventing accidents. They should follow all safety rules and procedures. If personal protective equipment is required, DSWs must wear it. The Employer provides personal protective equipment, if it is necessary. DSWs should report any unsafe conditions. This includes issues with equipment or practices. They should report it to the Employer or CDCN right away.

Insurance

CDCN provides Workers' Compensation Insurance for DSW(s). If a DSW is hurt on the job, they **MUST** report the injury or accident. The DSW should report this to their Employer and call the CDCN Injury Hotline right away. The number is found on page one of this handbook. If the DSW does not report an injury right away, the claim may be delayed or denied. See the section below for more information.

DSW Injury Reporting

DSWs injured on the job **MUST** report their injuries right away. CDCN is concerned about all workplace injuries. A DSW may get injured at work or develop a work-related illness. If this happens, they should follow these steps:

1. **If needed, get medical help.**
 - Is the injury life threatening? Call 911 or take the injured DSW to the nearest emergency room.

- Is the injury not life threatening, but requires medical treatment? The injured DSW should go to a walk-in clinic or doctor's office; if neither is available they should go to the emergency room.
2. **Call the CDCN Injury Hotline to report the injury/illness immediately upon occurrence. Do this whether or not the injury seems serious at the time.**
- Risk Management has a toll-free phone number to receive all injury reports.
 - The Injury Hotline phone number is on the Contact Information page. Please find it on page one. This phone number is available 24 hours a day, 7 days a week.

NON WORK-RELATED INJURIES

ALL injuries, whether work-related or not, MUST be reported to the Risk Management Department. Reports should be made by calling the Injury Hotline. It is one of CDCN's responsibilities to monitor an injured DSW's Return to Work. This ensures that they can safely provide services to the Participant. It also helps protect the DSW from aggravating an injury.

Participant Threat of Potential Harm

DSW's should report to CDCN any threats of potential harm by the Participant. They should also report the issue to the Participant's Case Manager. Please refer to the list below; these are examples of concerns that we may report to the appropriate authorities.

Any reasonable cause to suspect:

- That the Participant has threatened, or poses a threat to, the physical safety of another person. It appears possible that the threat may be carried out.
- That the Participant is at risk of bodily harm.
- The Participant has:
 - o Been abused.
 - o Been neglected.
 - o Been exploited.
 - o Has passed away.
 - o Any other reportable incidents.

Participant Injury and Serious Accident Reporting

DSWs **MUST CALL 911** if a Participant is injured, or a serious accident occurs that affects their health and safety.

The DSW also must REPORT THE INCIDENT TO CDCN AND THE PARTICIPANT'S CASE MANAGER RIGHT AWAY. If a DSW learns of an incident after it happens, they must make sure it has been reported to CDCN. They must also make sure that the correct Case Manager has been notified.

CDCN does not provide emergency care or medical services. The Participant should call a doctor or 911 if he or she is in danger or has a medical emergency. The Participant may not be able to call. If this is the case, the DSW should contact a doctor or call 911.

Medicaid Fraud

The money for services in the program comes from state and federal governments. Fraud or abuse of this Medicaid program is against the law. Suspected cases of fraud or abuse must be reported to the State.

Examples of Participant/Employer or DSW fraud and abuse of Medicaid funds are:

- Writing down more time than was actually worked on a time sheet.
- Accepting pay for time that was not worked.
- “Padding” time sheets. Examples are:
 - A DSW shows up late and or leaves early. They write down more time than actually worked.
 - A DSW takes a break. They do not subtract the break time on their time sheet.
- Stating that tasks or procedures were completed when they were not done.
- Changing another person’s time sheet or paperwork.
- Forging a DSW’s or Participant/Employer’s signature.
- Turning in a false claim. This could be for time worked or tasks completed when these were not done and there was knowledge of it.
- Suggesting or helping a Participant get services or supplies that are not required for the person’s disability.
- Not providing the quality of services for a Participant that is expected.

All cases of possible Medicaid fraud and abuse must be reported right away. Please report cases to us by calling our Fraud Hotline. You may also report to your state’s fraud hotline or the Office of Inspector General. All of these numbers can be found on the Contact Information page. See page one of this handbook.

Need more training? Please see our fraud prevention video. This can be found on our website.

The Participant’s Backup Plan

Things come up. Sometimes a DSW cannot work as scheduled. We will be unable to assist you when this happens. It is your duty to find a replacement. A backup plan will help you during these times.

Maintaining a Current Backup Plan

- You need to have a list of backup workers. At times, a DSW will not be able to make it in to work. Your list should be used when this happens. Backup workers can be friends or neighbors, etc. Sometimes other Participants’ DSWs are looking for more work. They may be a good option as well.
- Backup plans should be in writing. They should be kept on file.
- Backup plans must be made prior to the start of services.
- Update the backup plan if your staff or needs change.

Emergency Planning

Emergency planning is a good idea. It will help everyone. Having a plan can help keep the Participant safe. It may decrease any injury or damage as well. Try to plan for different emergencies.

Examples are:

- medical emergencies
- hospitalizations
- fires
- power outages
- severe weather
- other natural disasters

There are things to consider when making a plan. Please see below:

1. Make a list of people to contact. You may need lists for each type of emergency.
2. Make a plan on how to contact family and DSWs. This will help if there is a power outage or natural disaster.
3. Make a list of medications and/or equipment to take if you need to evacuate.
4. Organize all needed information in one spot. This could be medical, emergency contact, and living will information. Place it in an easy to access location.
5. Store extra food and water. This will help in cases of severe weather emergency or other natural disaster.
6. Discuss with and include DSWs in emergency planning. It is helpful to keep emergency information near the phone. Show the DSW this list. Talk to them about emergency plans during orientation and training.

Other emergencies to consider:

- What is the plan in case of a fire? What about in a power outage?
- What are the evacuation routes? Who should be called in these cases?
- In the event of an emergency related to the Participant's disability, what does the DSW need to do? Who should the DSW call? Where should the DSW take the Participant?
- Some fire departments have special stickers to put in the Participant's window; these stickers let them know of a disability. Then the firemen can plan for a special evacuation, if needed.
- Do you use a ventilator or other life-dependent electronic equipment? Make sure to register it with your local power companies and fire stations. This will be helpful in the case of a major power failure.

It is a good idea to hang the Backup Plan in a common place. That way both the Participant and DSW will know where it is and what to do, if needed.

Appendix

Home Safety Check Resource

Employer Name	Location	Date

Fire:

Is an Evacuation Plan in place in the event of a fire? Yes No N/A
Are there Special Needs to be considered during an evacuation? Yes No N/A
If yes, what are the Special Needs? *Example: Oxygen in use.*

Has the local Fire Department been notified that this is a Special Needs Residence? Yes No N/A
Phone number of local emergency agency: _____

Electrical:

Ground fault interrupters. On outlets near bathroom and kitchen sinks? Yes No N/A
Are electrical cords in safe condition? Yes No N/A
Electrical switches and outlet boxes have covers? Yes No N/A

Any Concerns with:

Building Services: Heat Sewer Phone Water Electricity
Safety Equipment: Smoke Detector Fire Extinguisher Flashlight Other _____

Walkways:

Clear, adequately lit, free of trip hazards? Yes No N/A
Handrails along stairways and balcony edges? Yes No N/A
Safe, unobstructed emergency escape route? Yes No N/A
Provisions made to maintain outdoor walkways? Yes No N/A
Who will you contact if walkways need clearing?

Name: _____ Phone: _____

Personal Safety:

Does parking allow safe access to the home? Yes No N/A
Parking location: _____

Describe any apparent safety risks associated with this residence:

Describe procedures to minimize risks:

Any pet issues?

Health Insurance Portability and Accountability Act (HIPAA) Training Guide

What is HIPAA?

The Health Insurance Portability and Accountability Act of 1996. (HIPAA).

HIPAA are rules that take care of Protected Health Information (PHI). HIPAA states when and how PHI can be shared. PHI is any information on record that can identify a person. Key ways HIPAA rules protect PHI:

- **Availability/Confidentiality:** PHI must not be shared without consent
- **Integrity:** PHI may not be altered or destroyed

What is PHI?

PHI should remain private. This includes PHI that is written, printed, electronic, or verbal. HIPAA protects the use and sharing of PHI. By law, we (CDCN and DSWs) must keep PHI private. CDCN's Notice of Privacy Practices explains CDCN's legal duties.

Some examples of PHI are:

- Names
- Addresses
- Dates (birth, hospital stays, etc.)
- Email addresses
- Phone and fax numbers
- Social security numbers
- Medical records

Who must follow these rules?

All persons or entities that collect and/or work with PHI. Examples:

- DSWs
- Medicaid
- Medicare
- Doctors
- Nurses
- Health Care Providers
- Fiscal Employer Agents (such as CDCN)

What is "use" of PHI?

Any time PHI is used by a person or entity that maintains PHI. This could be:

- Sharing
- Advertising
- Studying

Health Insurance Portability and Accountability Act (HIPAA) Training Guide

What is “sharing” of PHI?

Sharing in any way inside or outside of the entity or person.

CDCN is required to follow the HIPAA rules. DSWs must abide by these rules as well. Each Participant will be made aware of how their medical information may be used or shared.

When did HIPAA go into effect?

Effective on April 14, 2003. Revised on January 25, 2013.

What can happen if HIPAA law is not followed?

- Civil - Carelessly disclosing PHI; penalty of \$100 up to \$25,000 per year for each violation
- Criminal - Knowingly disclosing PHI; penalty of up to \$250,000

Uses and/or Sharing PHI

PHI must **NOT** be used or shared except when at least one of the following is true:

1. The Participant has agreed to the use or sharing
2. The Participant does not object to the sharing of information to a person involved in their health care
3. PHI is being shared with the Participant or with the U.S. Department of Health and Human Services
4. The use or sharing is to meet one of the HIPAA rules

Summary of DSW duties under HIPAA:

- Be sure that PHI stays private and safe
- **Do not** share a Participant’s PHI
- Follow the rules for using and sharing PHI
- If you have a question regarding the use or sharing of PHI, please ask CDCN

Unsecure Electronic Communication

HIPAA is a federal law. Healthcare providers must follow HIPAA when they work with PHI. The Health Information Technology for Economic and Clinical Health (HITECH) Act imposes rules on the method in which we can use and transfer PHI. For more information on these laws, please visit: <https://www.hhs.gov/hipaa/index.html>.

HIPAA and the HITECH Act state that PHI should be sent using secure methods. This is to ensure that PHI is kept private and safe. If PHI is sent in an *unsecure* way, the PHI could be stolen or used in a way that was not intended.

Health Insurance Portability and Accountability Act (HIPAA) Training Guide

Secure ways of sending information include:

- Processes deemed secure by the National Institute of Standards and Technology (NIST);
- Fax. Check the number before faxing. Be sure to get all of your copies back. Make sure that you feel comfortable with the business you choose to help you fax;
- Encrypted emails that “code” the data inside;
- Using passwords and security software; and
- Processes that require a “key or code” to get access to the data.

Unsecure ways of sending PHI include, but are not limited to:

- Texting personal information on a cell phone;
- Taking photos of documents and sending them using a cell phone;
- Using public computers to send information;
- Using personal email to send personal information;
- Mailing hard copies of private documents without getting a signature; and
- Many more methods!

As the Employer, it is up to you to talk with your DSWs about this information. You need to train your DSWs on how you would like PHI sent to CDCN. We will accept documents, including timesheets, sent from you or your DSW using unsecure methods. This is with the understanding that the documents were sent with your approval. CDCN makes every effort to follow all laws, rules and regulations to ensure client PHI is secure at all times.

Fraud Prevention Program

CDCN's fraud prevention program:

- Understand fraud and the possible risks.
- Assure compliance with Federal and State laws.
- Prevent fraudulent activities.

Committing fraud

If you commit fraud, there may be significant penalties. They can range from warnings to suspension, termination, fines, or jail time. You could be convicted of a crime if you give, or know of, false information and fail to report it. You may have to pay large sums of money or go to jail for up to a year.

Preventing fraud

Current fraud prevention components:

- All DSWs must pass a criminal background check.
- All DSWs must pass an initial and monthly:
 - Office of Inspector General (OIG) check.
 - System Award Management (SAM) check.
- Employers and DSWs may receive training on fraud topics.
- CDCN staff may make surprise visits and/or calls.
- CDCN has a Fraud Prevention Hotline. Please call it to report suspected cases of fraud.

The Employer's goal is to:

- Create a better workplace.
- Ensure and improve the quality of care.
- Have zero tolerance for fraud.

Employers should:

- Promote integrity and ethical behavior.
- Support high standards of conduct.

Fraud is defined as:

The intentional deception or misrepresentation that an individual knows, or should know to be false, or does not believe to be true, and makes, knowing the deception could result in some unauthorized benefit to himself or some other person(s). (Centers for Medicare & Medicaid Services).

Examples of fraud:

- The DSW accepts pay for time that they did not work.
- The DSW records more time than they worked on a time sheet. For example, "padding" time sheets:
 - The DSW shows up late or leaves early. They do not record this on their time sheet.
 - The DSW takes a break. They do not subtract break time when they fill out their time sheet.
- The DSW states that tasks were done when they were not.

Fraud Prevention Program

- The Employer forges the DSW's signature or vice versa.
- The DSW signs their time sheet for the week. They give the time sheet to their Employer to sign off on. The Employer changes the time entered on the time sheet and submits it.
- The Employer signs off on a time sheet with a false claim that they knew about. False claims could be for time worked or tasks completed that were not provided. For example:
 - The Participant takes a trip for a month. They do not want their DSW to go without pay for that time. They submit a time sheet that says the DSW worked when they did not.
- The DSW suggests or helps the Participant get services or supplies that are not needed for the person's disability.
- The Employer does not follow all parts of the contract with CDCN.
- The DSW does not provide the expected quality of services for a participant.

Federal/State law: fraud must be reported.

Employers must comply with all relevant Federal, State and local laws. CDCN contracts with the Participant's Managed Care Plan. We have the duty to report all cases of suspected fraud or abuse. In some cases, we need to notify law enforcement officials.

The State and Federal governments fund the PDO program. This means that acts of fraud in this program are a crime against all taxpayers. It is also a State and Federal crime. Employers, DSWs, and CDCN must report all cases of suspected fraud.

All cases of possible fraud and program abuse should be reported right away.

To make a report, please call the Fraud Hotline toll free at:

1-877-532-8530

Abuse, Neglect and/or Exploitation (ANE)

ANE issues are hard to talk about. Yet, they are one of the most important issues to deal with. Most DSWs provide great care. But, some DSWs may try to take advantage of the Participant. For your own safety, we want to make sure you know what ANE are. We would like to help inform you on how to deal with ANE if it happens to you. Please let CDCN and your Case Manager know if ANE has occurred. We can help you plan for safety. ANE is against the law.

The Different Types of Abuse Are:

Physical Abuse

This can be a hit, slap, kick, or other form of rough treatment. If a DSW does something on purpose to cause you physical pain, it may be physical abuse. For example, you have fallen down. Your DSW gets mad. They grab you and forcefully pull you up. Bruises are left on your arms.

Verbal Abuse

This means any time a person communicates in a way that is meant to insult or attack you or make you feel bad. It can be in the form of written words, gestures, or speech. For example: you forget to take your pills. Your DSW says, "You are so stupid."

Psychological Abuse

This happens if a person acts or states things that are meant to humiliate or threaten you or to cause you emotional harm. For example, your DSW keeps telling you that, "you cannot take care of yourself. Without me you would be nothing."

Sexual Abuse

This is any unwanted sexual annoyance; it can be through touch, or attack. Any sexual behavior by a person that makes you uneasy is sexual abuse. For example, your DSW give you a bath. While washing you, they fondle your breasts.

Neglect

This means someone is not meeting your basic needs. Basic needs can be for food, hygiene, clothing or health maintenance. Neglect includes repeated acts of carelessness. After you have given the DSW directions about these things, s/he should make sure your basic needs are met. For example, your DSW keeps taking your good food. She then cooks you meals with the leftovers. These meals are not balanced. They do not follow your diet restrictions.

Exploitation

This happens when you trust someone and the person lies to you or scares you. They do this to take or use your property or money for themselves. If a DSW takes something of value from you without permission, it is exploitation. For example, the DSW takes your car. They do not ask for your permission.

Abuse, Neglect and/or Exploitation (ANE)

If your DSW asks you to put their name on your bank account, this is exploitation. For example, your DSW has you put his name on your checking account. He then takes some money from your account. When asked, he tells you it is for the extra time he has worked.

If you feel a DSW is committing ANE, take care of the issue right away. Is the ANE slight? You may want to try to talk with the DSW. Here are some tips:

- Tell him/her what actions or behaviors you do not like.
- Tell the DSW that if the behaviors do not stop right away you will need to find another DSW.

This approach may help stop the issue. It could help a DSW who was not aware of how you were feeling. Be ready to take more action right away if the behaviors do not stop.

In most ANE cases, you should dismiss the DSW right away. DO NOT put up with poor treatment. Protect yourself. Your safety is the main concern. You have a Backup Plan. Use this plan to get a “backup” DSW if you have to dismiss someone because of abuse.

How to Recognize Potential ANE

Does your DSW:

- Ignore your instructions and requests?
- Make mistakes and then blame you or other people?
- Ask personal questions unrelated to your care? For example, how do you manage your finances?
- Eat your food without asking?
- Make unwanted comments? This could be about your appearance, weight, clothing, speech, etc.
- Attempt to control your choices? For example what you wear and what you eat.

Do you sometimes:

- Find less money in your wallet than you expected?
- Find charges on your checking or credit card account that you did not expect?

Did you answer “yes” to any of these questions? This may indicate ANE.

All persons employed by CDCN are required to report suspected ANE. This includes self-neglect. If you tell us of an incident of ANE, we must report it. Examples include:

- The DSW threatens the Participant or a person in the Participant’s home. Threats can come in different forms. They can be physical, sexual, mental abuse or coercion.
- The DSW exploits a Participant for financial gain.
- The Employer fails to remove a DSW who has:
 - Harmed the Participant.
 - Stolen from the Participant.
 - Tried to provide services while under the influence of alcohol or drugs.

Abuse, Neglect and/or Exploitation (ANE)

- Violated state or federal laws.
- Failed to prevent ANE within the DSW's scope of responsibilities.
- Violated HIPAA.
- The DSW has stolen from the Participant. This could be theft of medication, money, supplies, etc.

Remember

Reports of ANE must be researched. When Adult Protective Services (APS) gets a report, they will contact you to find out more information. Do not be alarmed. Their job is to keep the public safe.

Incident Management and Reporting

This refers to the prevention and reporting of ANE. Below are the steps that must be done in the event an ANE case occurs. The Participant, DSW, or other party must:

- Ensure the safety of the Participant.
- Obtain medical assistance as needed.
- Involve law enforcement as needed.
- Report cases to your county human services department.

Examples of reportable incidents include:

- Abuse
- Neglect
- Exploitation
- Death
- Other Reportable Incidents
 - Environmental Hazard
 - Law Enforcement Intervention
 - Emergency Service



UnitedHealthcare Community Plan does not treat members differently because of sex, age, race, color, disability or national origin.

If you think you were treated unfairly because of your sex, age, race, color, disability or national origin, you can send a complaint to:

Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UTAH 84130

UHC_Civil_Rights@uhc.com

You must send the complaint within 60 days of when you found out about it. A decision will be sent to you within 30 days. If you disagree with the decision, you have 15 days to ask us to look at it again.

If you need help with your complaint, please call the toll-free member phone number listed on your health plan member ID card, TTY 711, Monday through Friday, 8:00 a.m. to 7:00 p.m.

You can also file a complaint with the U.S. Dept. of Health and Human Services.

Online:

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Complaint forms are available at

<http://www.hhs.gov/ocr/office/file/index.html>

Phone:

Toll-free **1-800-368-1019, 1-800-537-7697** (TDD)

Mail:

U.S. Dept. of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, D.C. 20201

If you need help with your complaint, please call the toll-free member phone number listed on your member ID card.

We provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call the toll-free member phone number listed on your health plan member ID card, TTY 711, Monday through Friday, 8:00 a.m. to 7:00 p.m.



UnitedHealthcare Community Plan no da un tratamiento diferente a sus miembros en base a su sexo, edad, raza, color, discapacidad o nacionalidad.

Si usted piensa que ha sido tratado injustamente por razones como su sexo, edad, raza, color, discapacidad o nacionalidad, puede enviar una queja a:

Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UTAH 84130

UHC_Civil_Rights@uhc.com

Usted tiene que enviar la queja dentro de los 60 días de la fecha cuando se enteró de ella. Se le enviará la decisión en un plazo de 30 días. Si no está de acuerdo con la decisión, tiene 15 días para solicitar que la consideremos de nuevo.

Si usted necesita ayuda con su queja, por favor llame al número de teléfono gratuito para miembros que aparece en su tarjeta de identificación del plan de salud, TTY 711, de lunes a viernes, de 8:00 a.m. a 7:00 p.m.

Usted también puede presentar una queja con el Departamento de Salud y Servicios Humanos de los Estados Unidos. Usted también puede presentar una queja con el Departamento de Salud y Servicios Humanos de los Estados Unidos.

Internet:

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Formas para las quejas se encuentran disponibles en:

<http://www.hhs.gov/ocr/office/file/index.html>

Teléfono:

Llamada gratuita, **1-800-368-1019, 1-800-537-7697** (TDD)

Correo:

U.S. Department of Health and Human Services 200 Independence Avenue SW
Room 509F, HHH Building Washington, D.C. 20201

Si necesita ayuda para presentar su queja, por favor llame al número gratuito para miembros anotado en su tarjeta de identificación como miembro.

Ofrecemos servicios gratuitos para ayudarle a comunicarse con nosotros. Tales como, cartas en otros idiomas o en letra grande. O bien, puede solicitar un intérprete. Para pedir ayuda, llame a Servicios para Miembros al **1-800-791-9233, TTY 711**, de lunes a viernes, de 8:00 a.m. a 7:00 p.m.

ATTENTION: If you do not speak English, language assistance services, at no cost to you, are available. Call **1-800-791-9233, TTY 711.**

ATENCIÓN: Si no habla inglés, los servicios de asistencia de idiomas están disponibles sin costo para usted. Llame al **1-800-791-9233, TTY 711.**

ATANSYON: Si w pa pale Anglè, gen sèvis èd pou lang ki disponib san w pa peye anyen. Rele **1-800-791-9233, TTY 711.**

ВНИМАНИЕ: Если Вы не говорите по-русски, Вы можете воспользоваться бесплатной языковой помощью. Позвоните по телефону **1-800-791-9233, телетайп 711.**

ATENÇÃO: Se não fala inglês, estão disponíveis serviços de assistência linguística sem nenhum custo para si. Ligue para o **1-800-791-9233, TTY 711.**

注意：如果您不會說英文，您可獲得免費語言協助服務。請致電 **1-800-791-9233，聽障專線 (TTY) 711。**