



Liberty Community Connections

Participant Handbook

LCC Program Statement

Our Vision: The Power of Independence

Our Mission: Liberty Community Connections coordinates quality Consumer-directed services to people with disabilities and seniors and advocates for equality, dignity, and access to independent living.

Our Core Values:

1. Honor Consumer Choice
2. Embrace Honest and Open Communication
3. Act with Integrity
4. Champion Excellence
5. Hustle with Joy and Humor
6. Be Reliable and Committed
7. Build Diverse Communities of Respect and Compassion

Supports Coordinators assist individuals who participate in Pennsylvania's Office of Long-Term Living (OLTL) and Community Health Choices (CHC) waiver programs. Liberty Community Connections helps Consumers to gain equal access to the community, advocacy, and most of all consumer control in choices and decisions regarding services.



Our services are rooted in the Independent Living Philosophy. We continually strive to uphold these core values in everything we do.

Table of Contents:

- 1. Service Coordination & Role of the SC3
- 2. Rights & Responsibilities5
- 3. Participant Choice.....8
- 4. Complaints.....9
- 5. Resources and referrals10
- 6. Medicaid Fraud and Abuse.....11
- 7. Hearings and Appeals12
- 8. After Hours on Call13
- 9. Abuse, Neglect, and Exploitation.....14



Service Coordination and Role of the SC

Criteria for identifying individuals who are eligible for the program

- Liberty Community Connections follows federal, state and MCO guidelines on determining eligibility for consumers. Currently individuals are assessed for eligibility through the Department of Health's Independent Enrollment Broker, Maximus.
- Both Maximus and the local County Assistance Office determines who is eligible for services based on income and if they are Nursing Facility Clinically Eligible (NFCE). Maximus is responsible for completing an initial assessment for eligibility.
- Once deemed eligible through Maximus, the consumer then chooses a Managed Care Organization (MCO) and thereafter a Service Coordination provider in the MCO network.
- LCC receives the referrals for services through the MCO for MLTSS consumers or from Maximus for consumers eligible under the ACT 150 Program or OBRA Waiver.

Services offered to individuals

- LCC currently is only providing Service Coordination for MLTSS, the OBRA Waiver and Act 150 Program. When able and appropriate, LCC also assists with providing resources and referrals.
- LCC utilizes Person Centered Service Planning (PCSP) to coordinate services with others involved in a consumer's care. A team, the Person-Centered Planning Team (PCPT), is pulled together that can include family members, friends, doctors, attendant, therapist, etc. Anyone who the consumer wants to be a part of the Care Planning team may join at the consumer's discretion.



Evidence and professional standards used for program operations

- LCC operates under federal, state, local and managed care guidelines. LCC uses NCQA standards and standards of the National Association of Social Workers to establish professional evidence-based guidelines for service delivery through its formal code of ethics.
- Liberty Community Connections' code of ethics guides its activities towards achieving meaningful social change. This code of ethics is intended to provide a list of guiding principles from which Liberty Community Connection's staff can organize their efforts and maintain ethical conduct in the field.
- Using this document as a basis for ethical practice, Liberty Community Connections staff can refer to it to direct their interactions with peers and Consumers.

You should contact your service coordinator in the following situations:

- If you do not understand your PCSP. You should know and be able to understand the services and supports you will get and the providers who will support you.
- If you would like to change your PCSP.
- If you are having problems with any of your services, supports, or providers

Consumers can also refer to the OLTL Participant Information Packet or the Participant Handbook provided by their MCO.



Rights and Responsibilities

Under Managed Care Organization (MCO) guidance, Consumers are informed of their Rights and Responsibilities by their selected Managed Care Organization (MCO). Upon selection of the MCO, Consumers are sent a participant handbook. Consumers are to refer to their MCO specific participant handbook for information on their Consumer Rights and Responsibilities.

Information covered in the participant handbook may be MCO specific. Rights and Responsibilities covered may include but are not limited to are:

Consumer Rights

You have the right:

1. To be treated with respect, recognizing your dignity and need for privacy, by staff and network providers.
2. To get information in a way that you can easily understand and find help when you need it.
3. To get information that you can easily understand about services, and the doctors and other providers that treat you.
4. To pick the network health care providers that you want to treat you.
5. To get emergency services when you need them from any provider without approval.
6. To get information that you can easily understand and talk to your providers about your treatment options, risks of treatment, and tests that may be self-administered without any interference.
7. To make all decisions about your health care, including the right to refuse treatment. If you cannot make treatment decisions by yourself, you have the right to have someone else help you make decisions or make decisions for you.
8. To talk with providers in confidence and to have your health care information and records kept confidential.



9. To see and get a copy of your medical records and to ask for changes or corrections to your records.
10. To ask for a second opinion.
11. To file a Grievance if you disagree that a decision that a service is not medically necessary for you.
12. To file a Complaint if you are unhappy about the care or treatment you have received.
13. To ask for a DHS Fair Hearing.
14. To be free from any form of restraint or seclusion used to force you to do something, to discipline you, to make it easier for the provider, or to punish you.
15. To get information about services not covered because of moral or religious objections and about how to get those services.
16. To exercise your rights without it negatively affecting the way you are treated.
17. To create an advance directive.
18. To make recommendations about the rights and responsibilities.

Participant Responsibilities

These are the things you should do:

1. Provide, to the extent you can, information needed by your providers.
2. Follow instructions and guidelines given by your providers.
3. Be involved in decisions about your health care and treatment.
4. Work with your providers to create and carry out your treatment plans.
5. Tell your providers what you want and need.
6. Learn about your coverage, including all covered and non-covered benefits and limits.
7. Use only network providers unless approved of an out-of-network provider or you have Medicare.



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8. Be referred by your PCP to see a specialist, when the specialist is not one on the self-referral list.
9. Respect other patients, provider staff, and provider workers.
10. Make a good-faith effort to pay your co-payments.
11. Report fraud and abuse to the DHS Fraud and Abuse Reporting Hotline.



Participant Choice

- You have the right to choose how and where you will get services. you will first choose a Service Coordination Entity who will provide you with a service coordinator. You will work with your service coordinator to make decisions about who will provide those services to you.
- You may choose your provider from a list of agencies that are qualified to provide your services. If the consumer receives services through the CHC Waiver, this list can be obtained from the MCOs provider portal. You may choose a personal representative who may speak for you. If you do, the person's name must be on file at the Service Coordination Entity, and that person may speak on your behalf.
- You may also choose to "self-direct" your services by selecting the Participant Directed Services model. If you decide on Participant Directed Services, you or your designated representative are the employer of your direct care workers and are responsible to hire, train, and supervise your own workers.
- You have a choice in service coordinator and can change at any time by making a request to management, or the MCO.



Complaints

LCC has a dedicated voicemail and email box specifically for complaints:

Complaint Email: LCCComplaint@lccconnections.org

Complaint Hotline/Voicemail: 267-765-1515 (x660)

- Under Managed Care Organization (MCO) guidance, Consumer Complaints are filtered through the Consumer's selected MCO. Upon selection of an MCO, Consumers receive a participant handbook outlining the complaint and grievance process. Consumers are to refer to their MCO specific participant handbook for information on filing a consumer complaint or grievance. While complaints and grievances are managed by the MCO, LCC is expected to aid in the resolution of an LCC specific complaint or grievance.
- For OLTL consumers: Upon admission to LCC, all Consumers will receive The Liberty Community Connections Grievance Procedure and the OLTL Standardized Home and Community-Based Waiver Participant Information Packet including the Participant's Rights and Responsibilities. Consumers will be requested to acknowledge, in writing, receipt of the OLTL Standardized Home and Community-Based Services Waiver Participant Informational Materials.



Resources and referrals

During each contact, SCs are required to discuss and assess the Consumer for any unmet needs for which they may benefit from waiver and/or non-waiver referrals.

Should the Consumer identify an unmet need (i.e., housing assistance, food pantry, etc.), the SC will use the following website as a search for available

resources: <https://www.auntbertha.com/>.

If the SC is unable to locate an appropriate resource, they are responsible for further exploring resources through the internet, other known Community Based Organizations, and/or the local Center for Independent Living (CIL).



Medicaid Fraud and Abuse

Because LCC provides referral and coordination of MA Waiver Services at the direction of Consumers, it is imperative that all Consumers receive information on their responsibilities to assist with the detection and prevention of fraudulent activities including refrainment from committing acts of MA fraud and abuse.

OLTL consumers: Upon admission, all Consumers will receive the OLTL Standardize Home and Community Based Waiver Participant Information Packet including information on how to detect, prevent, and report fraud. Consumers are requested to acknowledge, in writing, receipt and understanding of the OLTL Standardized Home and Community Based Participation Informational Materials.

MCO consumers: Upon selection of an MCO, Consumers receive a participant handbook outlining how to report Fraud and Abuse. Consumers are to refer to their MCO specific participant handbook for information on how to report. They may also report this information to the DHS Fraud and Abuse Reporting Hotline at 1-844-DHS-TIPS (1-844-347-8477).



Hearings and Appeals

An appeal is asking an impartial person to review decisions about your case when you do not agree with those decisions. If you are unhappy with certain decisions about your services, you have the right to appeal. Consumers have rights as they pertain to their service plan development, appeals, implementation, and any revisions. As per state regulations 55 Pa. Code Chapter 275, regulation 42 C.F.R, part 431, Subpart E, all Consumers have the right to appeal any denials, suspensions of services, reductions, and terminations. As part of PA Code 55, Chapter 54.14 (i), Service Coordinators (SC) must fully comply with all waivers and must fully support all rights and procedures outlined for hearings and appeals.

Hearings and Appeals are handled internally at the MCO so consumers should refer to their Participant Handbook for information.

OLTL consumers should refer to the Participant Information Packet that is provided for details on Appeals and Fair Hearing Rights.



After Hours on Call

At 5:00 PM Monday- Friday and on weekends, LCC's outgoing voicemail message instructs Consumers to dial "2" to contact the on-call staff. The Allentown office voicemail directs Consumers to call the Philadelphia office. LCC is dedicated to ensuring that all Consumers have access to staff to assist with emergencies on a 24-hour basis. As mandated by OLTL, LCC has implemented on call staff to address Consumer emergencies and crisis after hours. It is the responsibility of the emergency after hours on call staff person to implement the procedure as indicted above. It is also the responsibility of the regularly assigned SC to follow up with Consumers who utilized the afterhours on call staff to further discuss the call and to properly identify ways to mitigate the risk and incident from occurring again.

If the Consumer's call requires immediate action and the consumer receives services through the OBRA or Act 150 Program, on call staff will work with the Consumer and any outside providers to ensure the emergency is properly addressed, the on-call staff will document all contacts and activities in HCSIS and will follow up with assigned SC on the next business day. If the consumer receives services through the CHC Waiver, they should be directed to contact their MCO. The numbers are:

UPMC: 1-833-280-8508

Keystone: 1-855-332-0729

Pennsylvania Health and Wellness: 844-626-6813



Abuse, Neglect and Exploitation

You have the right to be free of abuse, neglect, and exploitation. Your health and welfare, no matter which services you receive, must be protected under federal and state law. Below are examples of how to identify abuse, neglect, and exploitation.

ABUSE

Abuse means when someone brings injury, restriction, intimidation, punishment, mental suffering, sexual abuse, or exploitation to you. It is an act that takes away your rights or dignity, or may cause or causes actual physical injury or emotional harm.

Some of the most frequent types of abuse include Physical abuse, psychological abuse, Sexual abuse, Verbal abuse

NEGLECT

Neglect means someone has failed to provide you with reasonable care, such as food, clothing, shelter, medical care, personal hygiene, and protection from harm.

EXPLOITATION

Exploitation is when someone deprives, defrauds, or otherwise takes your money or personal property in an unfair or cruel way, against your will, or without your consent or knowledge for his or her own benefit.

If any of the above happens to you, be sure to call and talk with someone listed below!

ABUSE, NEGLECT AND EXPLOITATION ARE AGAINST THE LAW!

What do you do if you suspect that you are being abused?

- Call 911 if your life is in danger
- Contact Adult Protective Services at 1-800-490-8505
- Call your service coordinator