



## **POLICIES AND PROCEDURES**

### **Medicaid Waiver Provider**

United Family Health Care Agency provider for HCBS waiver will make known to all staff members and clients the following Policy and Procedures Statement:

1. Recipients of services and guardians **must be** treated with respect. Staff will refer to the recipient always in a respectful manner and **will** always pay attention and listen when the recipient speak to you.
2. All staff members will strive to **protect** the recipient's rights, as stated in the Bill of Rights for persons with Developmental Disabilities. The Bill of Rights will be handed and drilled to each staff member **upon** Employment.
3. Client's information **as well** as the agencies information **will be** dealt with in strict confidentiality. Each staff member will receive and sign an **agreement** to Confidentiality
4. All staff members **have** the obligation to report to the agency **any** abuse, neglect or mistreatment **of** recipients. Abuse notice forms will be handed to **staff** and family members **and** instructed on its use to properly record any such event.
5. United Family Health Care **kept** informed our clients **and** staff members of important phone numbers
  - To report abuse, neglect or exploitation **1 (800) 962-2873**
  - To file a complaint about the services, **receive**; call **1 (888) 419-3456**.
  - To report suspected Medicaid fraud, call toll-free **1-866-966-7226**, **appropriate** action will be taken in each case.
6. To resolve any conflicts that may arise between the recipient, family, guardian, and staff, a Grievance Notice forms will be handed to all involved and instructed in its use and as to the information to be recorded. All grievance notices **will** generate an action to resolve the conflict in a prompt and efficient manner; follow up reports will be produced by the provider. The provider **will keep** written record of the conflicts and follow up reports and will also complete a report when the client is satisfied with the **grievance solution**.
7. All staff members will protect the **recipient's** right of choice. It shall always be made clear to the clients that they have the right to **choose** providers and supports. The client has the right to a person-centered Support Plan and Implementation Plan that **meets** the client's personal goals and aspirations. Clients must participate in decision taking with respect to his or her life. Recipients must always have free access to his or her properties.
8. All staff members have the obligation to watch and promote health, safety and wellbeing of our recipients. The provider will assure the safety in the environment that surrounds each recipient and will record each periodical assessment. United Family Health Care and its staff will not administer medications to the clients.
9. All staff members will be instructed periodically as how-to asses for safety in the recipients' surroundings. United Family Health Care will ensure that its staff has appropriate training.





## UNITED FAMILY HEALTHCARE INC.

6. United Family Health Care policy is to instruct each staff member in as to his or her duties obligations and rights upon hiring for employment, and to record such instruction.
7. United Family Health Care will conduct a fingerprint background check for each staff member, assuring to comply with moral and social conduct required by law for his or her employment with APD.
8. United Family Health Care will assure and keep records of training for each staff member to assure compliance with existing requirements.
9. United Family Health Care will conduct a self-assessment of its performance and customer satisfaction at least once a year or as frequent as the circumstances require it. A record of such assessment will be kept by the provider.
10. No person in the United States shall, on the ground of race, color, or national origin, be discriminated or excluded from participation in, be denied the benefits of, employment or be subjected to discrimination under any program or activity receiving Federal financial assistance. United Family health Care does not discriminate recipients, employees or staff under any circumstance.
11. United Family Health Care policy prohibits solicitation of individuals through the use of fraud, intimidation, undue influence, including offering discounts or special offers that include prizes, free services or other incentives.

The policies and procedures of the provider, United Family Health Care has been read and explained to me in my native language to assure I understand and resolve any doubts I could have about the services they provide and Rights and Privileges of clients.

Date: 8 / 17 / 22

Signature: \_\_\_\_\_

Kenia Gamboa

Signature: \_\_\_\_\_

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