



# UNITED FAMILY HEALTHCARE INC.

## 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 receipt'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.





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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: 2/2/23

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

Kenia Gamboa

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

Virgen O Palacios

