



RIGHTS AND RESPONSIBILITIES OF INDIVIDUALS RECEIVING SERVICES

Easterseals MORC is committed to ensuring human rights and respecting human dignity. Easterseals MORC provides services to a diverse population that includes all ages, races, needs, and disabilities with consideration given to their language and cultural values. Easterseals MORC is dedicated to providing all materials in a language or format that is best understood by the individual served when requested at no cost.

You and/or your designee have the right to:

- Be provided with information about your rights, responsibilities, and protections.
- Be free from abuse and neglect.
- Privacy of your information.
- Be treated with dignity and respect.
- Receive services that meet your needs in the least restrictive setting and disenroll from programs or services offered by Easterseals MORC.
- Receive your services in a safe, sanitary, and humane environment.
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation.
- Have your cultural and personal values, beliefs and preferences respected.
- Access, request amendments, or obtain information about disclosures of your health information in accordance with law and regulations.
- Know your case manager/supports coordinator and request a change in case manager/support coordinator.
- Receive information about Easterseals MORC, its services, practitioners, and providers.
- Participate with practitioners in making decisions about your health care.
- Be informed of available treatment options and alternatives.
- Have your complaints or concerns about Easterseals MORC or the care provided reviewed.
- Have information available in paper form without charge upon request and provided upon request within 5 business days.

You and/or your designee have the responsibility to:

- Follow the mutually agreed upon Plan of Service or notify your case manager/supports coordinator if you cannot follow the plan.
- Provide Easterseals MORC and its practitioners/providers, to the best of your knowledge, accurate and complete information regarding your medical history, including but not limited to allergies, present and past illnesses, medications, hospitalizations, address, telephone number, and insurance information.
- Report unexpected changes in your health.
- Inform your case manager/support coordinator if you have an advance directive and provide a copy.
- Ask questions about your care to better understand your health needs.
- Notify us in advance if you need to change your scheduled appointment or service for any reason.
- Tell us if your Medicare, Medicaid, or other insurance changes.
- Notify us if you wish to disenroll from services.
- Treat all staff and others with courtesy and respect.
- Be considerate and respectful of Easterseals MORC and other's property.

Internal/Local Appeal Rights

You have the right to an internal/local appeal if you do not agree with the services contained in your plan of service or if services do not start within 14 days from the date agreed upon in this plan.

Ask for an Internal (Local) Appeal from your PIHP by filling out the Request for Local Appeal form. If you cannot access the form or need assistance in completing it, you can contact your PIHP's customer service department or Easterseals MORC customer service.

There are two kinds of internal appeals:

Standard Appeal: For a standard appeal, you will receive a written decision within 30 calendar days after your appeal is received. A decision might take longer if you ask for an extension or if more information about your case is needed. You will be told if extra time is needed and why it is needed.

Expedited or Fast Appeal: For a fast appeal, you will receive a decision within 72 hours after your appeal is received. You can ask for a fast appeal if you or your provider believe your health could be seriously harmed by waiting up to 30 calendar days for a decision.

Your request for a fast/expedited appeal will be automatically approved if your provider informs your PIHP that your health or achievement of maximum function could be seriously harmed by waiting for the standard timeframe.

If you ask for a fast appeal without this support from a provider, your PIHP will decide if your request requires a fast appeal. If your request for a fast appeal is denied, you will receive an appeal decision within 30 calendar days.

To ask for a Fast Appeal: Please refer to your IPOS under Individual Plan of Services Appeal Rights for the appropriate number to call.

If you want someone to help you with the appeal:

You can name a relative, friend, attorney, doctor, or someone else to act as your representative. Both you and the person you want to speak for you must sign and date the statement confirming this is what you want. You will need to mail or fax this statement to your PIHP. If your guardian is speaking for you, please provide your PIHP with a copy of the court order naming the person as the guardian. If you want someone else to act for you and you have any questions or need help, please contact your PIHP's customer service department or Easterseals MORC customer service.

Access to documents:

You or the person you have asked to help you are entitled to reasonable access to and a free copy of all documents relevant to your appeal at any time before or during the appeal. You must submit the request in writing.

Submit information:

You or the person you have asked to help you may submit either in person or in writing, comments, documents, or other information you feel is important to be considered.

Get Help & More Information

- Detroit Wayne Integrated Health Network (DWIHN) Customer Service Team: 1-888-490-9698
- Macomb County Community Mental Health (MCCMH) Customer Service: 1-855-996-2264 or their Ombudsman: 586-469-7795
- Oakland Community Health Network (OCHN) Customer Services Team: 1-800-341-2003 (toll free)
- Genesee Health Systems (GHS) Customer Service: 1-800-257-3705
- Michigan Department of Health and Human Services (MDHHS) Beneficiary Help Line: 1-800-642-3195. TTY users call 1-866-501-5656 or 1-800-975-7630 (if calling from an internet-based phone service)
- Case Manager/Supports Coordinator or your Case Manager/Supports Coordinator's Supervisor as listed on your plan of service
- Easterseals MORC Customer Service: 586-263-8646 or email: Customer_Satisfaction@eastersealsmorc.org