

# Home Health Consumer Rights

*You have a right:*

1. To be treated with respect
2. To participate in planning your care
3. To expect that all information about you will be kept confidential
4. To be free from physical, mental, and financial abuse & exploitation
5. To voice your complaints
6. To know what Medicare and Medicaid will pay, and what payment is expected from you
7. To appeal when services are denied, reduced, terminated, or the care plan is inadequate
8. *Agencies must:*
  - Give you a copy of your rights before care is given
  - Notify you in advance of any changes to your plan of care
  - Give you appropriate notice before services are terminated



The Maine Long-Term Care  
**OMBUDSMAN**  
Program

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An Equal Opportunity Employer

The Maine Long-Term Ombudsman Program complies with applicable state and federal civil rights laws and does not discriminate on the basis of race, color, religion, national origin, age, disability, sexual orientation, gender identity and/or expression in the administration or operation of its services, programs, or activities.

**Advocates  
for  
Home Care  
Consumers**



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**1-800-499-0229**

## What is an Ombudsman?

A Swedish word, "ombudsman," pronounced om-buds-man, is a specially trained advocate who is given authority under federal and Maine law to investigate and resolve complaints made by, or on behalf of, long-term care consumers.

The Maine Long-Term Care Ombudsman Program is a non-profit agency whose mission is to advocate for quality of life and care for long-term care consumers. Federal law and Maine law authorize our staff to investigate complaints made by or on behalf of long-term care consumers and to assist consumers in exercising their rights that are guaranteed by law.

**Our services are free and confidential.**

## Who can ask for help?

- A home care consumer or their legal representative
- An employee or administrator of a home care agency
- Representatives of public agencies
- Anyone interested in accessing or improving the quality of home care services.

## What can a Home Care Ombudsman do?

- Guide families through the complex system of home care
- Investigate and resolve home care complaints
- Assist with appeals when there has been a reduction or denial of home care services.
- Assist with access to Durable Medical Equipment
- Assist with American with Disability Act (ADA) Reasonable Accommodation requests
- Assist young adults with medical needs transition from children to adult home care programming
- Educate families on paid family caregiving options
- Represent consumers interests before state and federal government by working to improve laws, regulations, and policies.
- Provide referrals to community resources



## How to ask for help, what to expect:

Call **1-800-499-0229** and ask to speak to an intake worker.

LTCOP is a consumer directed organization. For LTCOP to open and investigate a case, we need permission from the consumer or their legal decision maker.

Anyone reporting concerns about long-term care services can be assured that all communication with our staff and volunteers will not be disclosed without consent.