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## Plan of care & management

### Fallon Health Weinberg-PACE (FHW-PACE)

Fallon Health Weinberg-PACE, a Program of All-inclusive Care for the Elderly (PACE), provides comprehensive and coordinated services for adults frail enough to need nursing home level of care but prefer to remain living at home in the community.

Learn more about Fallon Health Weinberg-PACE at <https://www.fallonweinberg.org/Plans/PACE>

Fallon Health Weinberg has operated this program which is a national model of health care for adults 55 and older, residing in Erie and Niagara counties in New York. The goal of Fallon Health Weinberg-PACE is to provide the medical, insurance and social support systems to help frail seniors to remain at home in their community. It is a welcome alternative to a nursing home placement.

FHW-PACE allows elders to maintain their independence while providing necessary support for both them and their caregivers.

FHW-PACE offers the convenience and security of coordinated care. Most medical services are provided at the Fallon Health Weinberg-PACE Center by one team of clinical professionals who know participants' medical history. Participants do not have to be a member of Fallon Health Weinberg to join. Any person age 55 and older who is able to live safely at home, who lives in Erie or Niagara counties service area, and who is certified by the NY State Department of Health screening agent as meeting Medicaid nursing facility clinical criteria is eligible for FHW-PACE.

An individualized care plan of services is developed and approved by the Interdisciplinary Team and may include:

- Primary medical and nursing care
  - Inpatient Hospital Services
  - Inpatient Skilled Nursing Facility and Nursing Facility Services
- Full prescription drug coverage including over-the-counter medications
- Medical supplies and equipment
- Physical, occupational, speech therapies
- Recreational therapies
- In-home care
- Fallon Health Weinberg-PACE Day Center
- Specialty care including podiatry, optometry, dental and audiology
- Round-trip transportation to the FHW PACE center or contracted Adult Day Health Center and specialty appointments, when necessary
- Family caregiver support

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## The Fallon Health Weinberg-PACE team includes:

- Primary care providers (physician, nurse practitioner or physician assistant)
- Nurses
- Home care coordinators
- Social workers
- Behavioral health specialists
- Health aides
- Rehabilitative therapists
- Recreational therapists
- Speech therapists
- Dieticians
- Transportation coordinators

## Special features of Fallon Health Weinberg-PACE

There are several unique features of our program:

### 1. *Interdisciplinary team*

Care is planned and provided by a team of geriatric specialists. The team includes a primary care provider who is either a physician, a nurse practitioner, or a physician assistant, a primary registered nurse, social worker, rehabilitation and recreation therapists, health aides and others who will assist participants. Each team member's special expertise is employed to assess the participant's health care needs and to call upon additional specialists, if necessary. Together, with the participant and caregivers, we create a plan of care. All the services the participants receive are coordinated and arranged by the team.

### 2. *Authorization of care*

The FHW-PACE Interdisciplinary team must review, approve and authorize all care and services, **except emergency services and urgent care**; and any changes in the participant's care plan, whether adding, changing or discontinuing a service. They will ensure that the participant is receiving the most appropriate care. The participant will get to know each of the members of their team very well. The team works closely with the participant so he or she can be as healthy and independent as possible. The team will reassess the participant's needs at least every six months, but more frequently, if necessary.

### 3. *Fallon Health Weinberg-PACE center*

Participants receive most of their health care services at our Fallon Health Weinberg-PACE Center located at:

461 John James Audubon Pkwy.,  
Amherst, NY 14228

Fallon Health Weinberg-PACE also contracts with other adult day programs in the community. We will work with the participant and his or her family to determine a schedule of attendance at the Fallon Health Weinberg-PACE Day Center or any of our contracted facilities. Transportation to and from the Day Center for medical care and adult day social programs is provided free of charge, when needed. The Interdisciplinary Team may authorize services to be provided in the participant's home, in a hospital or a nursing facility. We have contracts with

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physician specialists, (such as cardiologists, urologists, and orthopedists), with pharmacies, laboratories, X-ray services, and with hospitals and nursing facilities.

We offer access to care on a 24-hour basis, 365 days of the year via after hours on call.

#### **4. Primary Care Providers**

Fallon Health Weinberg-PACE physicians, nurse practitioners, and physician assistants are solely responsible for the participant's health care.

#### **5. Coordinated, comprehensive care**

We have flexibility in providing care according to your needs. The interdisciplinary team will be able to determine the appropriate medical services for your care. In-home care will also be evaluated and provided by the team as determined by their assessment of your needs.

#### **6. Services are provided exclusively through Fallon Health Weinberg-PACE**

The services offered by FHW-PACE are available to participants because of a special agreement among FHW, the NY STATE and the US Department of Health & Human Services, Centers for Medicare & Medicaid Services (CMS).

Once a participant has enrolled in FHW-PACE, he or she agrees to receive services exclusively from the FHW-PACE providers and the FHW-PACE contracted providers. Otherwise, he or she may be fully and personally liable for the costs of unauthorized or out-of-FHW-PACE program agreement services. Therefore, the participant will no longer be able to obtain services from other physicians or medical providers under his or her previous coverage (e.g. original) Medicare and Medicaid providers without prior approval of the FHW-PACE interdisciplinary team.

### **Advantages of enrolling in Fallon Health Weinberg-PACE**

Fallon Health Weinberg-PACE was designed and developed specifically to maintain independence for adults 55 and over; the program offers comprehensive, coordinated medical, social and home support services through a single program. Because FHW-PACE is a Program of All-inclusive Care for the Elderly (PACE) funded by the Center of Medicare and Medicaid Services, we can provide a full range of comprehensive medical, rehabilitative and financing arrangements with Medicare and Medicaid which allows us to provide flexible benefits and coordinated care. Most FHW-PACE participants are Medicare- and Medicaid-eligible and pay no monthly cost for a fully integrated program of Medicare and Medicaid benefits, including all prescriptions, rehabilitative services, and adult day social programs. Some participants pay a monthly share of cost for FHW-PACE services.

Other advantages include:

- Care is provided by dedicated on-site geriatric health care professionals
- Comprehensive medical and Part D prescription coverage
- In-Home support services
- Coordinated care 24 hours a day, 365 days a year
- Support for family caregivers
- Individualized care planning

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## **Benefits and coverage**

The following benefits are fully covered when approved by the Interdisciplinary Team and when provided by FHW-PACE providers or contractors at the FHW-PACE center or in contracted facilities.

Approval is not required for emergencies. Urgent care is covered and may be pre-approved or is deemed approved if FHW-PACE does not respond to a request for approval within one hour of being contacted or cannot be contacted.

### **1. Outpatient health services**

- a. Adult day health care
- b. Primary care, including consultation, routine care, preventive health care and physical examinations
- c. Medical specialty services including, but not limited to, services such as cardiology, gastroenterology, oncology, urology, rheumatology and dermatology, dental, audiology, podiatry, optometry
- d. Nursing care

### **2. Personal care and supportive services**

- a. Social services
- b. Physical, occupational and speech therapies
- c. Recreational therapy
- d. Nutrition counseling and education
- e. Laboratory tests, X-rays and other diagnostic procedures
- f. Prescription drugs
- g. Protheses and durable medical equipment **when determined medically necessary by the Interdisciplinary Team**
- h. Podiatry
- i. Vision care, including examinations, treatment and corrective devices such as eyeglasses
- j. Dental care (as defined in number 8 below)
- k. Psychiatry, including evaluation, consultation, diagnostic and treatment service
- l. Audiology evaluation, hearing aids, repairs and maintenance

### **3. Hospital inpatient care**

- a. Ambulance
- b. Emergency room care and treatment room services
- c. Semi-private room and board, as available
- d. General medical and nursing services
- e. Medical, surgical, intensive care and coronary care unit, as necessary
- f. Laboratory tests. x-rays and other diagnostic procedures
- g. Other diagnostic procedures
- h. Drugs and biologicals
- i. Blood and blood derivatives
- j. Surgical care, including anesthesia
- k. Use of oxygen
- l. Physical, speech, occupational, respiratory therapies
- m. Social services

### **4. Home health care**

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- a. Skilled nursing services
- b. Provider visits
- c. Physical, speech and occupational therapies
- d. Social services
- e. Home health aide services
- f. Homemaker/chore services
- g. Home-delivered meals with special diets, when deemed medically necessary
- h. Personal Emergency Response System
- i. Medical Supplies

## **5. Skilled nursing facility/nursing facility care**

## **6. End of life services**

End of life services are provided in a hospital, nursing facility, adult day health center, at home or on an outpatient basis.

## **7. Health-related services**

Health-related services may include transportation, homemaker/chore services, home delivered meals, translation services.

## **8. Dental care**

Our priority for dental care is to treat pain and acute infection. Our second priority is to maintain dental functioning so that participants can chew as well as possible. The dentist and the Interdisciplinary Team provide dental care according to the need and appropriateness as determined. Participants will receive an initial dental assessment and exam. After that, participants will have a yearly oral exam by the primary care provider and appropriate dental follow up visit as deemed necessary and appropriate by the PACE care team. Dental procedures that are considered aesthetic are not covered unless deemed medically necessary for reducing pain or maintaining proper nutrition (i.e., crowns, implants, veneers, etc.)

## **9. Interdisciplinary assessment and Care plan**

All participants receive an initial comprehensive assessment and care plan at the time of enrollment. All participants are reassessed on a semi-annual basis or more often if a participant's condition requires it. The care plan is revised and updated at the time of the reassessment.

The FHW-PACE staff provides all primary care services through the PACE center and the in-home service program. FHW-PACE has available a number of specialists and health care facilities for specialty care. Whenever the interdisciplinary team determines that participants need these services, they will make arrangements to provide that care. A list of the major contracted providers and facilities is available at the Fallon Health Weinberg-PACE Center and will be provided to participants upon request.

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## Eligibility

Enrollees must be:

- At least 55 years of age.
- Capable of safely residing in the community setting without jeopardizing their health and safety.
- Living in the FHW-PACE service area
- Certified by the screening agent of the MassHealth program that they have met the level of care required for coverage of nursing facility services.

## ***Enrollment and effective dates of coverage***

Enrolling in Fallon Health Weinberg-PACE is a five-step process:

1. Initial Intake/Home Visit
2. Intake Assessment
3. Enrollment
4. Final Approval
5. Continuation of Enrollment

Benefits coverage officially begins on the first day of the month after participants sign the Enrollment Agreement.

### **1. *Initial take/Home Visit***

The home visit process begins when the applicant or someone on his or her behalf makes a call to FHW-PACE. A FHW-PACE representative will call you and provide a comprehensive overview of the program:

- a. How FHW-PACE works
- b. The kinds of services it offers
- c. The answers to any questions applicant may have about us
- d. That when applicant enrolls, he or she must agree to receive all his or her medical and health care exclusively from the FHW-PACE, except for emergency services
- e. Applicant's monthly payment, if any

After this overview, if the applicant is interested in enrolling in FHW-PACE, we will arrange for a home visit by a member of our enrollment team (nurses). The enrollment staff member contacts the applicant within two business days of receiving the referral to obtain information on the applicant's needs and schedules a home visit.

At the **home visit**, the Enrollment Coordinator:

- Completes the Intake Sheet and Home Services form
- Obtains Consent for Release of Medical Records to FHW-PACE and financial information.
- Determines the need for a Medicaid application.
- The Enrollment Coordinator completes the Minimum Data Set (MDS), or leveling form and the MassHealth Request for Services pages 1-2.



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The **leveling assessment** documentation is entered into the State Virtual Gateway for review by MassHealth for clinical eligibility. MassHealth will notify FHW-PACE of an acceptance or denial.

Upon **acceptance** by MassHealth the FHW-PACE scheduler a) requests the applicant's medical record; b) schedules an in-home intake visit for the applicant and caregivers, as soon as possible; c) forwards a copy of the Enrollment Process forms to the appropriate FHW-PACE team members (i.e., Social Worker and RN)

## 2. **Intake assessment**

During the intake assessment process, the team will assess whether Fallon Health Weinberg-PACE can meet the applicant's medical, nursing, psychological and social needs.

Within a few days, our team will have evaluated the applicant's situation. The team then will meet to share their findings and ideas for the applicant's care. At this meeting, they will decide whether the applicant meets the criteria for admission into the program, that is, whether the applicant's problems and needs appear to meet the MassHealth criteria for nursing facility level-of-care and whether you are found to be able to remain safely in your home or in the community.

A prospective participant may be denied enrollment because the team assesses that remaining in their home and or the community would jeopardize the individual's health and safety. In such cases, Fallon Health Weinberg-PACE Interdisciplinary team **will provide written notification** (with prior approval by the State) to the prospect explaining the reason(s) for the denial and refer the individual to appropriate alternative services. **If you are denied enrollment, you have the right to appeal to MassHealth, Medicare or both.**

## 3. **Enrollment**

If the applicant has found his or her interactions with the FHW-PACE team and visit to the center satisfactory and if the team believes that he or she is eligible, the applicant and his or her family will be invited to meet with the Social Worker. At that time, the Social Worker and a RN will review a Service Agreement outlining his or her participation and the service package being offered by Fallon Health Weinberg-PACE before signing the Enrollment Agreement. At this meeting the applicant and his or her family member(s) will have an opportunity to discuss:

- a. Their input into the plan of care recommended by the team
- b. Ask questions about the monthly payment, if any
- c. The nature of the partnership between the caregiver(s) and Fallon Health Weinberg-PACE

If the applicant decides to join Fallon Health Weinberg-PACE he or she will sign the Enrollment Agreement. Upon signing, the applicant will receive an Enrollment Packet that includes:

- a. A copy of the Enrollment Agreement Form
- b. The FHW-PACE Enrollment Agreement
- c. FHW-PACE membership card
- d. Stickers for enrollee's Medicare and Medicaid cards that identify him or her as FHW-PACE participant
- e. Emergency contact information to post on enrollee's refrigerator or by the phone



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## **Fallon Health Weinberg-PACE quality management**

Fallon Health Weinberg-PACE, maintains, evaluates, and implements an ongoing effective, data-driven Quality Improvement Program.

Fallon Health Weinberg-PACE's quality program goal is to ensure that quality care is provided to all program participants. The quality program systematically designs, measures, monitors, evaluates and improves the performance of its PACE program.

### ***Quality Improvement Program***

The outcome-based quality management system reflects the scope of services provided by the PACE program and identifies opportunities for improvement by monitoring appropriate indicators, outcome measurements and the evaluation of the effectiveness of the program by site and overall.

The written Quality Improvement Program defines the objectives, scope, structure, committees, and functions of the FHW-PACE program. It is reviewed and updated annually and presented to the Fallon Health Weinberg Board of Directors for approval.

## **Grievances**

All staff of FHW-PACE share responsibility for assuring that participants and caregivers are satisfied with the care the participant receives. Participants and caregivers are encouraged to express any grievances at the time and place any dissatisfaction occurs.

Participants are provided with information regarding the grievance process and appeal rights upon enrollment, annually and when a service denial or concern is raised.

*Costs Fallon Health Weinberg-PACE is covered by Medicare and Medicaid (NY State Medicaid) for eligible individuals and is also available on a private pay basis. Many participants qualify for zero monthly cost share, or zero premium based on income. In addition, all FHW-PACE covered services are provided with no co-payments or out-of-pocket expense for program participants. Medicare beneficiaries not on Medicaid must continue to pay their Part B premium after enrollment in FHW-PACE, along with the monthly premium. Participants in FHW-PACE pay no additional co-payments or deductible for covered services.*

## **Enrollee rights in the Program of All-Inclusive Care for the Elderly**

When you join a PACE program, you have certain rights and protections. Fallon Health Weinberg-PACE, as your PACE program, must fully explain and provide your rights to you or someone acting on your behalf in a way you can understand at the time you join.

At Fallon Health Weinberg-PACE, we are dedicated to providing you with quality health care services so that you may remain as independent as possible. This includes providing all Medicaid and Medicare-covered items and services, and other services determined to be necessary by the interdisciplinary team across all care settings, 24 hours a day, 7 days a week.

Our staff and contractors seek to affirm the dignity and worth of each participant by assuring the following rights:

### **You have the right to treatment.**

You have the right to treatment that is both appropriate for your health conditions and provided in a timely manner. You have the right:

- To receive all the care and services you need to improve or maintain your overall health

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condition, and to achieve the best possible physical, emotional, and social well-being.

- To get emergency services when and where you need them without the PACE program's approval. A medical emergency is when you think your health is in serious danger— when every second counts. You may have a bad injury, sudden illness, or an illness quickly getting much worse. You can get emergency care anywhere in the United States and you don't need to get permission from Fallon Health Weinberg-PACE prior to seeking emergency services.

## **You have the right to be treated with respect.**

You have the right to be treated with dignity and respect at all times, to have all of your care kept private and confidential, and to get compassionate, considerate care. You have the right:

- To get all of your health care in a safe, clean environment and in an accessible manner.
- To be free from harm. This includes excessive medication, physical or mental abuse, neglect, physical punishment, being placed by yourself against your will, and any physical or chemical restraint that is used on you for discipline or convenience of staff and that you do not need to treat your medical symptoms.
- To be encouraged and helped to use your rights in the PACE program.
- To get help, if you need it, to use the Medicare and Medicaid complaint and appeal processes, and your civil and other legal rights.
- To be encouraged and helped in talking to PACE staff about changes in policy and services you think should be made.
- To use a telephone while at the PACE center.
- To not have to do work or services for the PACE program.
- To have all information about your choices for PACE services and treatment explained to you in a language you understand, and in a way that takes into account and respects your cultural beliefs, values, and customs.

## **You have a right to protection against discrimination.**

Discrimination is against the law. Every company or agency that works with Medicare and Medicaid must obey this law. They cannot discriminate against you because of your:

- Race
- Ethnicity
- National origin
- Religion
- Age
- Sex
- Gender identity
- Mental or physical disability
- Sexual orientation
- Source of payment for your health care (for example, Medicare or Medicaid)

If you think you have been discriminated against for any of these reasons, contact a staff member at Fallon Health Weinberg-PACE to help you resolve your problem.

If you have any questions, you can call the Office for Civil Rights at 1-800-368-1019. TTY users should call 1-800-537-7697.

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## **You have a right to information and assistance.**

You have the right to get accurate, easy-to-understand information, to have this information shared with your designated representative, who is the person you choose to act on your behalf, and to have someone help you make informed health care decisions. You have the right:

- To have someone help you if you have a language or communication barrier so you can understand all information given to you.
- To have the PACE program interpret the information into your preferred language in a culturally competent manner, if your first language is not English and you can't speak English well enough to understand the information being given to you.
- To get marketing materials and PACE participant rights in English and in any other frequently used language in your community. You can also get these materials in braille if necessary.
- To have the enrollment agreement fully explained to you in a manner understood by you.
- To get a written copy of your rights from the PACE program. The PACE program must also post these rights in a public place in the PACE center where it is easy to see them.
- To be fully informed, in writing, of the services offered by the PACE program. This includes telling you which services are provided by contractors instead of the PACE staff. You must be given this information before you join, at the time you join, and when you need to make a choice about what services to receive.
- To be provided with a copy of individuals who provide care-related services not provided directly by Fallon Health Weinberg-PACE upon request.
- To look at, or get help to look at, the results of the most recent review of your PACE program. Federal and state agencies review all PACE programs. You also have a right to review how the PACE program plans to correct any problems that are found at inspection.

Before Fallon Health Weinberg-PACE starts providing palliative care, comfort care, and end-of-life care services, you have the right to have information about these services fully explained to you. This includes your right to be given, in writing, a complete description of these services and how they are different from the care you have been receiving, and whether these services are in addition to, or instead of, your current services. The information must also explain, in detail, how your current services will be affected if you choose to begin palliative care, comfort care, or end-of-life services. Specifically, it must explain any impact to:

- Physician services, including specialist services
- Hospital services
- Long-term care services
- Nursing services
- Social services
- Dietary services
- Transportation
- Home care
- Therapy, including physical, occupational, and speech therapy
- Behavioral health
- Diagnostic testing, including imaging and laboratory services
- Medications
- Preventative healthcare services
- PACE center attendance

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You have the right to change your mind and take back your consent to receive palliative care, comfort care, or end-of-life care services at any time and for any reason by letting Fallon Health Weinberg-PACE know either verbally or in writing.

## **You have a right to a choice of providers.**

You have the right to choose a health care provider, including your primary care provider and specialists, from within the PACE program's network and to get quality health care. Participants assigned female at birth have the right to get services from a qualified women's health care specialist for routine or preventive women's health care services.

## **You have a right to reasonable and timely access to specialists as indicated by your health condition.**

**You also have the right to receive care across all care settings, up to and including placement in a long-term care facility when Fallon Health Weinberg-PACE can no longer maintain you safely in the community.**

## **You have a right to access emergency services.**

*You have the right to get emergency services when and where you need them without the PACE program's approval. A medical emergency is when you think your health is in serious danger—when every second counts. You may have a bad injury, sudden illness, or an illness quickly getting much worse. You can get emergency care anywhere in the United States, and you do not need to get permission from Fallon Health Weinberg-PACE prior to seeking emergency services.*

## **You have a right to participate in treatment decisions.**

You have the right to fully participate in all decisions related to your health care. If you cannot fully participate in your treatment decisions or want to have someone you trust help you, you have the right to choose that person to act on your behalf. You have the right:

- To be fully informed of your health status and how well you are doing, to make healthcare decisions, and to have all treatment options fully explained to you. This includes the right not to get treatment or take medications. If you choose not to get treatment, you must be told how this may affect your physical and mental health.
- To fully understand Fallon Health Weinberg-PACE's palliative care, comfort care, and end-of-life care services. Before Fallon Health Weinberg-PACE can start providing you with palliative care, comfort care, and end-of-life care services, the PACE program must explain all of your treatment options, give you written information about these options, and get written consent from you or your designated representative.
- To have all treatment options explained to you in a language you understand, to be fully informed of your health status and how well you are doing, and to make health care decisions. This includes the right not to get treatment or take medications. If you choose not to get treatment, you must be told how this will affect your health.
- To have the PACE program help you create an advance directive, if you choose. An advance directive is a written document that says how you want medical decisions to be made in case you cannot speak for yourself. You should give it to the person who will carry out your instructions and make health care decisions for you.
- To participate in making and carrying out your plan of care. You can ask for your plan of care to be reviewed at any time.
- To be given advance notice, in writing, of any plan to move you to another treatment setting and the reason you are being moved.

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## **You have a right to have your health information kept private.**

- You have the right to talk with health care providers in private and to have your personal health care information kept private and confidential, including health data that is collected and kept electronically, as protected under state and federal laws.
- You have the right to look at and receive copies of your medical records and request amendments.
- You have the right to be assured that your written consent will be obtained for the release of information to persons not otherwise authorized under law to receive it.
- You have the right to provide written consent that limits the degree of information and the persons to whom information may be given.

There is a patient privacy rule that gives you more access to your own medical records and more control over how your personal health information is used. If you have any questions about the Health Insurance Portability and Accountability Act (HIPAA) privacy rule, call the Office for Civil Rights at 1-800-368-1019. TTY users should call 1-800-537-7697.

## **You have a right to make a complaint, request additional services or make an appeal.**

You have a right to complain about the services you receive or that you need and don't receive, the quality of your care, or any other concerns or problems you have with your PACE program. You have the right to a fair and timely process for resolving concerns with your PACE program. You have the right:

- To a full explanation of the complaint process.
- To be encouraged and helped to freely explain your complaints to PACE staff and outside representatives of your choice. You must not be harmed in any way for telling someone your concerns. This includes being punished, threatened, or discriminated against.
- To contact 1-800-Medicare for information and assistance, including to make a complaint related to the quality of care or the delivery of a service.

You have the right to request services from Fallon Health Weinberg-PACE, its employees, or contractors, that you believe are necessary. You have the right to a comprehensive and timely process for determining whether those services should be provided.

You also have the right to appeal any denial of a service or treatment decision by the PACE program, staff, or contractors.

## **You have a right to leave the program.**

If, for any reason, you do not feel that the PACE program is what you want, you have the right to leave the program at any time and have such disenrollment be effective the first day of the month following the date Fallon Health Weinberg-PACE receives your notice of voluntary disenrollment.

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## **Additional help**

If you have complaints about Fallon Health Weinberg-PACE, think your rights have been violated, or want to talk with someone outside your PACE program about your concerns, call 1-800-MEDICARE (1-800-633-4227), to get the name and phone number of someone in your State Administering Agency.

You also have the right to contact the Office for Civil Rights at 1-800-368-1019 (TTY: 1-800-537-7697) if you have questions about your rights as a Fallon Health Weinberg-PACE participant, or if you believe that your rights have been violated.

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## Advance directives

Our enrollees have certain rights relating to advance directives. Advance directives are recognized under New York law to ensure a person who can't make and/or communicate a health care decision gets health care. If an enrollee is no longer able to make decisions about their health care, having an advance directive in place can help. These written instructions tell providers what to do if their patients cannot make health care decisions. In New York there are three types: Health Care Proxy Form, Living Will, and Do Not Resuscitate Order (DNR). <https://ag.ny.gov/publications/advance-directives>

If an enrollee decides they wish to have any or all of the above, there are several ways to get these forms. These can be obtained from a lawyer, and forms may also be available at different healthcare providers, such as hospitals, skilled nursing facilities, etc.

Or visit the following online resources:

- U.S. Department of Health and Human Services- <https://www.hhs.gov/aging/state-resources/index.html>
- New York State Attorney General- <https://ag.ny.gov/publications/advance-directives>

Regardless of where the form is obtained, keep in mind that it is a very important document. It is important for the member to sign this form and keep a copy at home and provide. The enrollee should also give a copy of the form to all their healthcare providers and to the person named on the form as the one to make decisions if they can't. It is also recommended that copies be given to close friends or family members. If an enrollee knows ahead of time that they are going to be hospitalized, and have signed an advance directive, they should take a copy with them to the hospital.

If the enrollee has not signed an advance directive form in advance but decides at the hospital that they want one, the hospital can provide the form to sign at that time. It is an enrollee's right to fill out an advance directive at any time. According to law, no one can deny care or discriminate against a member based on whether they have signed an advance directive.



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## Interpreter services

Fallon Health Weinberg offers free audio translation services for our non-English speaking members in over 350 languages. If a member needs translation assistance including an interpreter to be present during their health care visit, or translation for any written Fallon Health materials, contact Fallon Health Weinberg's Customer Service Department at 1-855-827-2003 option 1, Monday, Tuesday, Thursday and Friday 8 a.m. to 5 p.m.

Providers shall make interpreter services available to Enrollees, providers shall not allow family members or other caregivers to serve as the interpreter except in instances of an emergency or if the provider will have to deny care. If the provider allows a family member or other caregiver to serve as the interpreter the provider shall document it in the record as well as the reason an interpreter was not available.

All written materials are available in Spanish, large print, and other alternate formats like Braille. Fallon Health Weinberg will translate written materials into other languages over the phone.

Please see the next page for available languages. Languages listed may belong to a language family and all languages, dialects, or spellings may not be listed.

*\*On-demand languages of limited diffusion. Please anticipate longer wait times to connect (5-10 minutes).*

*\*\*Languages of very limited diffusion. While attempting to connect on-demand is possible, please anticipate much longer wait times. It is strongly recommended to schedule these languages in advance rather than attempting to connect on-demand. This list may not be comprehensive of all languages and dialects we serve. Please reach out to us for any language needs you have.*

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<b>Acehnese**</b>	<i>wait times to connect (5-10 minutes).</i>	Cupik**	Inabu Arabuc	Luo**	Rohingya
<b>Achi (K'iche)**</b>		Czech	Indonesian	Maay Maay (Mai Mai)	Romanian
Acholi **	<i>**Languages of very limited diffusion. While attempting to connect on-demand is possible, please anticipate much longer wait times. It is strongly recommended to schedule these languages in advance rather than attempting to connect on-demand. This list may not be comprehensive of all languages and dialects we serve. Please reach out to us for any language needs you have.</i>	Danish*	Iranian Farsi	Macedonian*	Runyankore**
<b>Afar**</b>		<b>Dari</b>	<b>Italian</b>	Mai Mai	<b>Russian</b>
Afghani		Dinka **	Ixil**	Malagasy**	Samoa*
Afrikaans**		Dioula (Dyula/Jula)**	Jamaican (Patois)	Malayalam	Sango**
<b>Akan**</b>		Dutch	Jamaican Creole	Malaysian (Bahasa Melayu/Indonesian)**	Sarahuli
<b>Akateco**</b>		Edo**	<b>Japanese</b>	Malinke**	Sarai**
<b>Albanian</b>		Egyptian (Arabic)	Jarai**	Mam**	Sarikoli**
<b>Amharic</b>		Esparanto	Javanese	Manado Malay**	Senthang**
Amoy (Xiamen Hokkien)**		Estonian**	Jiangsu**	<b>Mandarin</b>	<b>Serbian</b>
Anuak **		Ethiopian	Jordanian Arabic	Mandinka (Mandingo)**	Serbo-Croatian
Apache**		Ewe**	Jula	Mara**	Shan**
<b>Arabic</b>		Falam	<b>K'iche (Quiche)**</b>	Marathi**	Shona**
Arabic (Algerian)		Fanti**	Kabye**	Marshalllese*	Sicilian**
Arabic (Egyptian)		<b>Farsi</b>	Kachin**	Masalit**	Sinhalese**
Arabic (Hassaniya)**		Filipino	Kamba**	Matu**	Sizang (Siyin)**
Arabic (Jordinian)		Finnish**	Kandahari**	Mbay**	<b>Slovak**</b>
Arabic (Levantine)		Flemish**	Kanjobal (Q'anjob'al)**	Mende**	<b>Slovene**</b>
Arabic (Moroccan)	Chao-Chow**	Fon**	Kannada**	Mien**	<b>Somali</b>
Arabic (Sudanese)	Cherokee**	<b>French</b>	Kapampangan**	Mina (Hina)**	Soninke (Sarahuli)**
Arabic (Tunisian)	Chichewa**	French Canadian	Kaqchikel**	Minangkabau**	Sorani**
Arabic (Yemeni)	<b>Chin</b>	French Creole	<b>Karen</b>	Mirpuri**	<b>Spanish</b>
Arakanese**	Chin (Falam)	Fujian	Karenni (Kayah/Red Karen)**	Mixteco Alto**	Susu**
Aramaic	Chin (Hakha)	Fukienese**	Kayah**	Mixteco Bajo**	<b>Swahili (Kiswahili)</b>
<b>Armenian</b>	Chin (Lai)	Fulani (Fula/Pulaar)**	Kazak**	Mizo**	Swedish
Asanti (Twi)**	Chin (Lautu)**	Fulde**	Kazakh**	Moldovan**	Sylheti**
<b>ASL</b>	Chin (Mizo)	Fur	Kejia	Mon**	<b>Tagalog (Filipino)</b>
Azeri (Azerbaijani)**	Chin (Tedim)	Fuzhou**	<b>Khmer (Cambodian)</b>	Mongolian**	Taiwanese
Badini**	Chin (Zo, Zomi)**	Ga **	Kikuyu (Gikuyu)**	Montenegrin **	Tajik**
Bahasa (Melayu)**	Chin (Zophei/Zyphe)**	Ganda (Luganda)**	<b>Kinyarwanda (Kinyamulenge)</b>	Moore**	Tamil**
Bajuni (Tikulu/Swahili)	Chinese (Cantonese)	Garre**	Kirghiz	Mushunguli**	Telugu
Bambara**	Chinese	Georgian**	<b>Kirundi**</b>	Navajo**	Temne**
Bashkir**	(Chaozhounese/Choujo/Teochew)**	<b>German</b>	Kisii**	Neapolitan**	Teochew**
Basque**	Chinese	Gheg**	Kiswahili	Neo-Aramaic (Assyrian/Chaldean)**	Tetum**
Bassa**	(Fukienese/Min Nan/Hokkien)**	Goya **	Kituba**	<b>Nepali</b>	<b>Thai</b>
Belarusian**	Chinese (Fuzhounese/Min Dong)**	Greek	Kizigua (Kizigula/Mushunguli)**	Newari**	Tibetan**
Belize Creole English**	Chinese (Hainanese)**	Guarani**	Kongo (Kikongo)**	Nigerian (Pidgin)**	Tigre**
Bemba*	Chinese (Hakka/Kejia)**	Guere**	Konkani**	Norwegian**	<b>Tigrinya</b>
<b>Bengali</b>	Chinese (Hokkien)**	Guinea-Bissau Creole**	<b>Korean</b>	Nuer**	Tongan
Berber**	Chinese (Lanyin/Lanzhounese)**	<b>Gujarati</b>	Kosraean**	Oromifa	Tosk**
Bini (Edo)**	Chinese (Mandarin)	Gusii (Ekegusii)**	Kotokoli**	<b>Oromo</b>	Trukese**
Bisaya (Visaya)**	Chinese (Puxian)**	Hainanese**	Kpelle**	Pahari**	Tshiluba**
<b>Bosnian</b>	Chinese (Sichuanese)**	<b>Haitian Creole</b>	Krahn**	Pampangan	Tunisian
Brazilian Portuguese	Chinese (Taishanese/Toisanese)**	<b>Hakha Chin</b>	Krio (Sierra Leone Creole)**	<b>Pashto</b>	<b>Turkish</b>
<b>Bulgarian</b>	Chinese (Taiwanese/ Castellan/Hokkien/ Catalan**	<b>Hakka-Chinese</b>	Kunama**	Patois (Jamaican)	Turkmen**
<b>Burmese</b>	Hakka**)	Harari**	<b>Kurdish</b>	<b>Persian</b>	Twi (Asanti)**
Calabrese**	Chinn Matu**	Hassaniya**	Kurdish Kurmanji	Pidgin (Cameroonian)**	<b>Ukrainian*</b>
<b>Cambodian (Khmer)</b>	Choujo **	Hausa**	Kurdish Sorani	Pidgin (Nigerian)**	Uspanteko**
Canadian French	Chuuj**	Hazaragi**	Kyrgyz**	<b>Polish</b>	Uyghur**
<b>Cantonese</b>	Chuukese (Trukese/ Carolinian)**	Hebrew*	Lao (Laotian)	Ponapean/Pohnpeian**	<b>Uzbek*</b>
<b>Cape Verde Creole</b>	Cotocoli (Tem)**	Hiligaynon (Ilonggo)**	Latvian*	Popt**	<b>Vietnamese</b>
Carolinian**	<b>Creole</b>	<b>Hindi</b>	Lautu (Chin)**	<b>Portuguese (Brazilian)</b>	Visaya (Bisaya)**
Castellano (Castilian)	<b>Croatian</b>	Hindko **	Levantine (Arabic)	Portuguese (European)	Wolof**
Catalan**		<b>Hmong</b>	Lingala*	Portuguese Creole	Xhosa**
Cebuano**		Hokkien**	Lithuanian*	Pothwari**	Yiddish**
Cebuano**		Hunan **	Lorma (Loma)**	Pulaar**	Yoruba*
Central Khmer		Hungarian*	Luganda (Ganda)**	<b>Punjabi</b>	Yup'ik**
<b>Chaldean (Neo-Aramaic)**</b>		Ibanag	Luhya	Punjabian**	Zapotek**
Chamorro**		Ibo		Quechua**	Zo, Zomi**
<i>*On-demand languages of limited diffusion. Please anticipate longer</i>		Icelandic**		Qeqchi**	Zophei/Zyphe**
		Igbo**		Quiche**	Zulu**
		Ilocano (Iloko/Filipino)**			
		Ilonggo (Hiligaynon)**			

# Managing patient care

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## Out-of-area care

Members are covered for emergency services, and urgent care services, such as injuries and sudden illnesses, wherever they travel, even when outside of Fallon Health Weinberg's service area. If a member becomes seriously sick or hurt while out of area, they should be instructed to go to the nearest doctor or emergency room or call 911. Members are instructed to call their PCP within 48 hours of receiving health care while traveling.

Routine health care is not covered outside of Fallon Health Weinberg's service area.

The FHW-PACE Interdisciplinary team must review, approve and authorize all care and services, **except emergency services and urgent care.**

# Managing patient care

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## Responsibilities of Fallon Health Weinberg providers defined

We want to make it easy for you to serve and provide the highest quality care possible to your Fallon Health Weinberg patients. With this goal in mind, we will keep you informed of Fallon Health Weinberg policies and procedures as well as your responsibilities as a participating Fallon Health Weinberg provider.

### As a Fallon Health Weinberg Provider, you **MUST**:

- Adhere to all Fallon Health Weinberg policies and procedures as outlined in the *Provider Manual* or other appropriate channels.
- Accept and treat your Fallon Health Weinberg patients in an identical manner to all other patients in your practice.
- Coordinate and communicate with the interdisciplinary team in implementing the members care plan.
  - *The Interdisciplinary team (care team) is a professional team made up of at least: a primary care provider, social worker, registered nurse, home care coordinator, rehabilitation therapists, recreational coordinator, nutritionist, personal care attendants, and others. The interdisciplinary team reviews the member's medical, functional, and psychosocial conditions and develops a plan of care.*
- Notify a patient's Interdisciplinary team about any services and/or treatment you provide.
- Discuss all treatment options with your patient, regardless of cost or benefit coverage, and include the patient's care team.
- Follow referral and authorization procedures if the interdisciplinary team finds it necessary for the member to receive additional services from other providers or specialists.
- Participate in discharge planning and follow-up.
- Support members experiencing—or at risk of—homelessness in discharge planning. Please notify Fallon Health Weinberg of Fallon Health Weinberg-PACE members who are inpatient and homeless/housing insecure by emailing [HomelessHelpline@fallonhealth.org](mailto:HomelessHelpline@fallonhealth.org)
- Ensure you are responsive to your Fallon Health Weinberg patients' linguistic, cultural, ethnic, or other unique needs of members of minority groups, members experiencing homelessness, members with disabilities, and other special populations.
- When necessary, have the capacity to communicate with Fallon Health Weinberg members in languages other than English, and communicate with individuals who are deaf, hard-of-hearing, or deaf blind.

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- Accept and treat all members regardless of race/ethnicity, age, English proficiency, sexual orientation, gender identity, health status or disability.
- Not engage in any practice with respect to any Member that constitutes unlawful discrimination under any other state or federal law or regulation, including, but not limited to, practices that violate the provisions of 45 CFR Part 80, 45 CFR Part 84, and 45 CFR Part 90; and pursuant to Medicare Managed Care Manual, Chapter 4, Benefits and Beneficiary Protections, Section 10.5.2.
- Help your non-English speaking members get interpreter services if necessary. For more information see Interpreter Services.
- Provide Advance Directive information according to health plan and regulatory requirements. For more information see Advance Directives
- Meet regulatory requirements.
  - Adhere to the Standard for Privacy of Individually Identifiable Health Information.
  - Use Health Insurance Portability and Accountability Act (HIPAA) compliant practices.
  - Report mandatory findings to local health departments and notify us as appropriate.
- Comply with medical and behavioral record standards as outlined in [Medical and Behavioral Records](#).
- Make covered health services available to all members.
- Cooperate with Fallon Health Weinberg's quality improvement (QI) activities to improve the quality-of-care services and member experience.
- Keep your information current with Fallon Health Weinberg. Log into CAQH Proview (<https://proview.caqh.org/Login>) to review and/or update your information. Verify and attest to data quarterly in CAQH.
- Providers cannot charge a Fallon Health Weinberg member for any service that is not medically necessary or not a covered service if you did not explain this and explain that other services may meet the member's needs. Providers also need to explain to the member that they would have to pay for such services and the expected cost. Providers will need to document that they have notified the member and have the member sign a waiver. Providers should include the member's care team in these communications.
- Ensure office hours of operation are consistent across all patients.
- Providers are expected to support the rights of Fallon Health Weinberg members including but not limited to those listed below. Members are allowed to exercise such rights without any adverse impact on their treatment. If a member is dissatisfied with the provider or action of the plan, they may file a grievance or appeal. See Member Appeals and Grievances section of this manual for details.

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- The right to receive the information required pursuant to the Fallon Health Weinberg contract.
- The right to be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation.
- The right to freely exercise their rights without adversely affecting the way the plan and its providers treat the Member.
- The right to request and receive a copy of their medical records and request that they be amended or corrected, as specified in 45 CFR 164.524 and 164.526; and the right to be furnished covered services.
- In accordance with 42 USC 1396u-2(b)(3) and 42 CFR 438.102, Fallon Health Weinberg may not prohibit, or otherwise restrict, a health care professional acting within the lawful scope of practice, from advising or advocating on behalf of a member who is their patient, for the following:
  - The member's health status, medical care, or treatment options, including any alternative treatment that may be self-administered.
  - Any information the member needs in order to decide among all relevant treatment options.
  - The risks, benefits, and consequences of treatment or non-treatment.
  - The member's right to participate in decisions regarding their health care, including the right to refuse treatment, and to express preferences about future treatment decisions.