

# AGED AND DISABLED WAIVER MEMBER USER GUIDE

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This Member User Guide is for people who receive Aged and Disabled Waiver Services. It should help solve problems and answer questions. The questions are about keeping your services, keeping you safe, dealing with problems and more.

## **KEEPING MY SERVICES**

### **1. What do I need to do to keep my services?**

- Keep all your papers (or letters) together from DHHR
- Keep all meetings with DHHR
- Call your Case Manager or Resource Consultant when you get a letter you do not understand
- Keep all meetings with the Nurse from West Virginia Medical Institute (WVMI)
- You may ask others to be with you at your meeting with the Nurse from WVMI. It could be a family member, your Medical Power of Attorney (guardian or other legal representative), your Case Manager, your Nurse or your Resource Consultant. Sometimes, it is good to have another person at your meeting to help you
- Report any changes in your income or finances to DHHR.
- For Personal Options members, you will receive the physician form and the Resource Consultant can assist you with this

### **2. What should I do if I do not receive my Medicaid card?**

- Call your Case Manager or Resource Consultant for assistance
- Call your local DHHR office to ask why you did not receive your card

## **KEEPING YOU SAFE**

### **1. What do I do if I think someone has taken something from me? It could be money, credit card, food stamp card, jewelry, clothes or other things**

- Call my Case Manager, Nurse or Resource Consultant
- Call the police to make a report
- Call your bank (for checks, debit cards, credit cards, or other money funds)
- Call Adult Protective Services Hotline (1-800-352-6513)
- Make a list of everyone who comes into your home. Give that list to your agency (Case Manager or Nurse) or Resource Consultant
- Find safe places for your valuables (such as a box or closet or cabinet that locks)
- Call your pharmacy or your doctor to report missing medicines. You may need to get medicines to take the place of the ones that are missing. Letting them know may keep it from happening again

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### **2. What do I do when I need help and no one is helping me?**

- First, you may want to ask for help when you need it. Let the agency know that your needs are not being met and you need help
- If you feel like you are not getting help when you need it, call your Case Manager, Nurse or Resource Consultant. Make sure that the agency knows that you need help. If you think this is neglect, call the Adult Protective Services Hotline. You may want to look at the brochure “Abuse, Neglect and Exploitation” for definitions of neglect (you receive this brochure every year)

### **3. What happens if my Worker leaves during her/his work shift without permission?**

- Call the agency right away when this happens
- Call the Case Manager or Nurse to let them know what happened
- Do not sign any paperwork (time sheet or worksheet ) until you talk to your Case Manager, Nurse or Resource Consultant

### **4. What do I do when I feel threatened or am afraid of someone?**

- If you are in immediate danger, call 911 or the police to assist you
- Call a trusted friend or family member to assist you
- Call the Nurse, Case Manager or Resource Consultant to make them aware of what is happening and to help you. Even if your worker is making you feel afraid or threatened, call anyway. It is important to keep yourself safe
- If you think you are being abused, neglected or exploited, call the Adult Protective Services Hotline (1-800-352-6513)

## **MAKING MY WISHES KNOWN**

### **1. Do you have written directions to help someone make medical decisions for you, if you were unable to make them for yourself?**

- If no, you can speak with your Case Manager, Nurse, or Resource Consultant about written directions. A medical power of attorney or healthcare surrogate can make decisions for you if you are not able to make them for yourself. A living will lets your medical power or attorney or healthcare surrogate know what you want or don't want. Five Wishes is another kind of living will.
- If yes, please give copies of your written directions to your Case Manager, Nurse or Resource Consultant. Also, give a copy to your doctor and any hospital where you are admitted. They should know what your wishes are and who would be making decisions if you couldn't.

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If you would like more information about medical power of attorney or living will, please visit the following website, <http://www.wvendoflife.org/Home>, or call 1-877-209-8086. For Five **Wishes**, visit <http://www.agingwithdignity.org/five-wishes.php>. You can also call the Bureau of Senior Services, 304-558-3317, for a free copy of the medical power of attorney, living will and Five Wishes living will forms.

### **2. Can I still make my own decisions, even if I have written directions for someone to make decisions for me?**

- Yes, you can make your own decisions as long as you are able to do so. These written directions do not take effect unless a doctor says you are not able to make decisions for yourself.

### **FAMILY AND FRIENDS SERVING AS MY HOMEMAKER**

#### **1. My family member works for an agency as my Homemaker. When is she/he my family member, and when is she/he an employee? (For Personal Options members, the Homemaker is called the “employee”).**

- During work hours (on the clock), she/he is a professional employee of the agency. She/he must follow the rules of the agency and the Aged and Disabled Waiver Program
- The Homemaker (or employee for Personal Options) must follow the Plan of Care or Participant Directed Service Plan (in the Personal Options Program the “plan” is called “Participant Directed Service Plan”). Your family member or friend serving as your Homemaker must do the same things that any other agency Homemaker would do for you
- If you are not sure what your family member can or cannot do, call your Nurse, Case Manager or Resource Consultant
- During working hours, she/he must provide the care for YOUR needs and **not** his or her own needs. Your Plan might include help with bathing, transportation, meal preparation, grocery shopping, going to the pharmacy, doing laundry, etc.
- The family member or friend must work the hours listed on the Plan of Care or Participant Directed Service Plan. The Homemaker (or employee) must be there at the times outlined on your Plan of Care
- If the Homemaker or employee “does not show” at the home, call the agency or your Resource Consultant. Let the agency or Resource Consultant know if you would like to have a substitute worker
- Let your Nurse or Resource Consultant know immediately if your needs change or you need different hours
- Transportation Services must be provided during working hours as outlined on your Plan of Care or Participant Directed Service Plan

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## CROSSING THE LINE

### **1. Is the Homemaker (or employee) my friend?**

No. The Homemaker (or employee) should be friendly. However, the Homemaker (or employee) is not a “friend.” The Homemaker (or employee) is there to care for you. These are examples of when a Homemaker or employee could be crossing the line:

- Keeping secrets
- Off duty phone calls or visits
- Swapping or sharing phone numbers
- Facebook friends, emails or Twitter
- Trying to protect the Homemaker and not get her/him into trouble
- You or the Homemaker (employee) thinking that no one else can take care of you

The Homemaker (or employee) should be polite, protect your privacy and provide service that is on your plan of care.

## DIRECTING MY SERVICES

### **1. Should I tell my Case Manager, Nurse or Resource Consultant when I want my services and what types of help I need?**

- Yes, you should let your Case Manager or Resource Consultant know when you meet with her/him what hours you need the service, what services you need and activities with which you need help
- Let your nurse or Resource Consultant know at the Plan of Care or Participant Directed Service Plan meeting what activities that you will need help with during the day. Examples are bathing and dressing
- This also includes when you need to go to the grocery store, pharmacy or community activities. Be specific about the community activities you would like or need to do

## DEALING WITH PROBLEMS

### **1. What do I do when my Homemaker is not following my Plan of Care or the rules of the Program?**

- Call the Nurse and the agency to let them know about the problem. If your Nurse isn't there, leave a message and ask the Nurse to return your call as soon as possible. If it is really important, tell the person who answers the phone that you need something right away

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- Tell your Case Manager
  - In the Personal Options Program, discuss issues with your Self-Directed Service Plan with the employee. The Resource Consultant can help with this.
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- 2. What if my worker says something I do not like or makes me feel uncomfortable (calls me “honey” or by my first name, etc.)**
- First, talk about it with the Homemaker or employee in a positive way (if you feel that you can discuss it with the Homemaker or employee)
  - If not, call your Case Manager, Nurse or Resource Consultant to tell them about the problem, so they can help you. They cannot make it better if they do not know about it
  - For Personal Options, refer to the Employer Handbook
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- 3. What do I do when my Homemaker or employee brings personal problems to work and it gets in the way of my care?**
- You may politely ask the Homemaker or employee if he or she could concentrate on your care
  - If you prefer, you may ask your Case Manager, Nurse or Resource Consultant to help you with the problem
  - For Personal Options, refer to the Employer Handbook
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- 4. What do I do when my Homemaker or employee is talking, playing games or texting on her phone? What if she is using my phone or computer?**
- Refer to the answer to question number three
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- 5. What do I do when my Homemaker or employee brings her/his children, other family members, or friends to my home?**
- The Homemaker or employee is not allowed to bring anyone to your home. This is out of respect for your privacy and confidentiality
  - The Homemaker or employee is to provide care for you and not for anyone else. This includes his/her grandchildren, children, spouse, etc.
  - If you need assistance with these problems, call your Case Manager, Nurse or Resource Consultant
  - For Personal Options, refer to the Employer Handbook

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### **6. What do I do when the Homemaker or employee is eating my food, asking for gas money, or asking to borrow money?**

- Do not give the Homemaker or employee money, food, medications or any personal belongings. This can be considered financial abuse. It is not permitted for the Homemaker to eat your food, ask for gas money, etc.
- The Homemaker or employee must not take anything that belongs to you. If this happens, report this to the Case Manager, Nurse or Resource Consultant. You may want to call the Adult Protective Services Hotline at 1-800-352-6513
- For Personal Options, refer to the Employer Handbook

### **7. What do I do when my Homemaker or employee cannot take me to my appointment?**

- Tell family or friends who may help
- Call the agency or Resource Consultant. Ask for resources for transportation to the appointment
- Ask about a substitute homemaker
- Ask about other transportation services
- Think about putting off the appointment until a later date (depending on how urgent the appointment is). You may want to talk with your Nurse or Doctor first

### **8. What do I do when my Homemaker or employee wants to sell me something?**

- This is a professional relationship. Your Homemaker cannot sell you anything. If a Worker tries to sell you something, you should never feel forced to buy anything from her/him. If you are asked to buy anything from your Homemaker, you should report it to your Case Manager, Nurse, or Resource Consultant immediately

### **9. What do I do when my Homemaker or employee wants to use my cash, debit card, or food stamp card to go to the store for me or pay bills?**

- Your Homemaker or employee should not have the right to use your cards or cash if you are not there
- You should either have a trusted person take care of your errands instead of the Homemaker or employee (to the grocery store, bank, to pay bills, to the pharmacy, etc.)
- Or go with your Homemaker or employee on essential errands
- Ask for receipts
- Another idea is to use a gift card with a limited amount of money on the card. Examples are Kroger, Visa, and MasterCard. These cards can be bought at local stores

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- Do not give anyone blank checks or passwords to your cards
- If you do not have a trusted person to make your payments, contact your Case Manager. Talk with her/him about how to make sure your money is handled correctly

### **10. What do I do when my Homemaker does not respect my personal beliefs or culture or the way I live?**

- Call the Case Manager, Nurse or Resource Consultant to talk about it
- Everyone involved in your care should be professional. They should respect your culture and beliefs and be sensitive to your needs
- **You** have to keep your home environment safe for the Homemaker to work. You cannot expose the Homemaker to any kind of illegal activity or other actions that would keep him or her from providing safe, quality services to you

### **11. What do I do when I am unhappy with my agency? What if they are unable to send a Homemaker, aren't returning phone calls, or aren't taking care of my needs?**

- You can call the Case Manager, Nurse or Resource Consultant. Ask for help in solving your problem
- You can ask for a transfer to another agency or the Personal Options program (self-directed services). Your Case Manager or the Bureau of Senior Services can help you
- You can file a member grievance or a complaint. Your Case Manager can help you. If it is not worked out, you can file a grievance through the Bureau of Senior Services. The Aged and Disabled Waiver toll free information line is 1-866-767-1575

## **BACK-UP AND EMERGENCY PLANNING**

### **1. What do I do when my Homemaker or employee does not show or he/she is sick?**

- Call the Homemaker agency. See if there is a substitute Homemaker (traditional agency)
- Refer back to your service plan, Backup and Emergency Planning. If your plan is not correct, contact your Case Manager
- Call your informal support. Make sure your informal support is available
- There may be times when your Homemaker is not available due to emergencies. Plan ahead; make sure your informal support person is available. Let your Case Manager, Nurse or Resource Consultant know about your urgent needs
- For any serious emergencies, call 911

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### 2. How do I plan ahead for a natural disaster? (Examples of natural disasters are flooding, high winds, snowstorms, and power outages)

- For anyone using oxygen, make sure that you have extra oxygen tanks
- Plan ahead by making a list of important phone numbers
- Call your local fire department to let them know you may need help in an emergency. Let the fire department know if you are on oxygen. Let them know if you are unable to get out of your home or out of bed
- If you use oxygen, be sure you have a sign on the door saying that oxygen is used in the home. The sign should include the name of your oxygen provider and the phone number
- Try to find a safe place before the storm strikes. Is there an emergency shelter in your area? Can you stay with family or a friend?
- Make sure that your informal supports and your Case Manager, Nurse or Resource Consultant know your needs in the event of a disaster. Make sure your trusted neighbors know your needs
- Have enough water, food and medicines for at least three days
- Keep a working flashlight handy at all times. Have a portable radio that runs on batteries or a crank. Have extra batteries handy. Have a charged cell phone for emergencies. If you need resources for this, contact your Case Manager, Nurse or Resource Consultant
- You may call your local county health department and ask to be placed on the West Virginia Special Needs Registry System. That way, emergency personnel will have your information to help you during a natural disaster

### PAPERWORK

#### 1. Do I need to read my Homemaker or employee worksheet (time sheet) before I sign it?

- Yes, read your worksheet closely to make sure that the Homemaker has done it correctly. The Homemaker should not put anything on the form that he or she did not do
- The Homemaker must be honest when putting mileage traveled on the form
- The agency reviews any mileage listed on the worksheet
- Someone can be found guilty of healthcare fraud for false claims to Medicaid. Charging for services not provided, such as lying on Homemaker worksheets, is healthcare fraud
- Your signature on the worksheet says that services were provided and that the worksheet is correct
- If you think your Homemaker or employee is lying on your worksheet, immediately call your Nurse, Case Manager or Resource Consultant. Sign the worksheet on the last date of service provided by the worker. That includes substitute Homemakers
- Make sure you read and initial the worksheet **EVERY DAY** to make sure that everything is correct. Sign on the back of the form on the last day of service
- If you feel pressured or bullied to sign a worksheet that is not correct, contact your Nurse, Case Manager or Resource Consultant to let them know



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- If you need someone to go over your paperwork with you, let your Case Manager, Nurse or Resource Consultant know
- For Personal Options members, make sure that either the member (person receiving services) or the employee turns in the paperwork

### **2. Should I expect to get copies of my paperwork?**

- Your Case Manager, Nurse or Resource Consultant will make sure that you get copies of all of your Aged and Disabled Waiver paperwork. You will get your assessments, service plan, and plan of care

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*This document was developed by the Member User Guide Committee, a committee sponsored by the Aged and Disabled Waiver Quality Improvement Council."*

### AGED AND DISABLED WAIVER

### MEMBER USER GUIDE RECEIPT

I, \_\_\_\_\_, acknowledge that I have  
received a copy of the Member User Guide on this date

\_\_\_\_\_.

**Member Signature:**

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**Case Manager or Nurse Signature:**

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**Name of Provider Agency:**

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**Note:** *The Member User Guide may be provided to the Member by either the Case Manager or the Nurse. This guide is intended for distribution to members of the Aged and Disabled Waiver Program as an educational tool. Copies of the Member User Guide Receipt form should be forwarded to the other agency.*