



# Brain Injury Waiver

[www.bcchpil.com](http://www.bcchpil.com)

Effective January

2020

# WHEN YOU NEED TO CONTACT MEMBER SERVICES

Our goal is to serve your health care needs through all of life's changes. If you have any questions, our team stands ready to help.



## Call

**1-877-860-2837** (TTY/TDD: **711**)

We are open 24 hours a day, seven (7) days a week. The call is free.



## Website

**[www.bcchpil.com](http://www.bcchpil.com)**



## Write

Blue Cross Community Health Plans • c/o Member Services •  
P.O. Box 3418 • Scranton, PA 18505

# Important Phone Numbers

24/7 Nurseline – 24-hour-a-day help line	<b>1-888-343-2697, TTY/TDD: 711</b>
Emergency Care	<b>911</b>
<b>Blue Cross Community Health Plans Member Services</b> We are available 24 hours a day, seven (7) days a week. The call is free. <b>Website:</b> <a href="http://www.bcchpil.com">www.bcchpil.com</a> <b>Service Area:</b> The plan covers members who live in the state of Illinois.	<b>1-877-860-2837, TTY/TDD: 711</b>
Blue Cross Community Health Plans Special Investigation Department (SID)	<b>1-800-543-0867</b>
National Poison Control Center <b>Calls are routed to the office closest to you.</b>	<b>1-800-222-1222</b>
Non-Emergency Medical Transportation	<b>1-877-831-3148,</b> TTY/TDD: <b>1-866-288-3133</b>
Behavioral Health Services	<b>1-877-860-2837, TTY/TDD: 711</b>
Mobile Crisis Response	<b>1-800-345-9049, TTY/TDD: 711</b>
Grievances and Appeals	<b>1-877-860-2837, TTY/TDD: 711</b>
Fraud and Abuse	<b>1-800-543-0867, TTY/TDD: 711</b>
Care Coordination	<b>1-855-334-4780, TTY/TDD: 711</b>
Adult Protective Services	<b>1-866-800-1409 TTY: 1-888-206-1327</b>
Nursing Home Hotline	<b>1-800-252-4343, TTY: 1-800-547-0466</b>
DentaQuest	<b>1-888-291-3763</b>
Davis Vision	<b>1-888-715-6716</b>
Illinois Department of Public Health	<b>1-217-782-4977</b>

# Brain Injury Waiver

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# Brain Injury Waiver

## Introduction

Thank you for being a member of Blue Cross Community Health Plans<sup>SM</sup>. We are here to provide quality health care for you and your family. Our goal is to serve your health needs through all of life's changes.

This booklet has important information for members with Brain Injuries. If you qualify, the Illinois Department of Rehabilitation Services (DoRS) has waiver services to help you live as independently as possible. These services would be in addition to your medical and behavioral health benefits. See your Member Handbook for an explanation of these benefits.

## Eligibility

You can get Brain Injury Waiver services if:

- You are a U.S. citizen or legal alien and a resident of Illinois;
- You are eligible for Medicaid; and
- You have a brain injury needing nursing facility level of care.
- You must have a Determination of Need (DON) score of 29 or higher. You will be evaluated and scored by a state appointed assessor and will then receive an Individual Service Plan (ISP). The ISP defines the individual services and the approved number of hours for those services during the ISP certification period.

For additional information regarding the Illinois waivers programs as alternatives to nursing homes, please visit: <https://www.illinois.gov/hfs/MedicalClients/HCBS/Pages/default.aspx> or call **1-217-524-7245**.

# Determination of Need (DON)

To see if you qualify for waiver services, a care manager from a State of Illinois agency will conduct a Determination of Need (DON) in your home. You will be asked about your ability to complete daily activities, like:

- Eating
- Bathing
- Grooming
- Dressing
- Preparing Meals
- Managing Money
- Laundry and Housework

These are just a few examples of the activities considered to determine your need for additional assistance. The DON produces a score from 0 to 100. The higher the score, the higher the demonstrated need. You must have a DON score of 29 or higher to qualify.

Blue Cross Community Health Plans does not conduct the DON. This is done by staff of the Illinois Care Coordination Units or the Division of Rehabilitation Services. We will work with these agencies for your annual reassessment, or whenever there is a change in your condition or needs.

# Services Provided

## Services provided by this Waiver include:

### **Adaptive Equipment (Specialized Medical Equipment and Supplies)**

This service includes devices, controls or appliances, specified in the plan of care, which enable members to increase their abilities to perform activities of daily living, or to perceive, control, or communicate with the environment in which they live.

### **Adult Day Health (Adult Day Service)**

This is a daytime community-based program for adults not living in Supportive Living Facilities. Adult Day Service provides a variety of social, recreational, health, nutrition, and related support services in a protective setting. Transportation to and from the center and lunch is included as part of this service.

### **Adult Day Transportation**

Transportation to your Adult Day Program is available if needed. One ride to and from the center each day is allowed. This transportation cannot be used to go to other places like the doctor's office, pharmacy, or store. If you need a ride to your doctor's appointment, you can call Member Services and schedule transportation at least 72 hours before your doctor's appointment. For more information about this, please refer to your Member Handbook.

### **Behavioral Services**

These are behavioral therapies designed to assist members with brain injuries in managing their behavior and thinking functions, and to enhance their capacity for independent living.

### **Day Habilitation (Habilitation)**

This service provides members with brain injuries training with independent living skills, such as help with gaining, maintaining, or improving self-help, socialization, and adaptive skills. This service also helps members gain or maintain their maximum functional level.

### **Environmental Accessibility Adaptations-Home**

These are physical modifications to a member's home. The modifications must be necessary to support the health, welfare, and safety of the member and to enable the member to function with greater independence in their home. Without the modification, a member would require some type of institutionalized living arrangement, such as a nursing facility or assisted living.

Adaptations that do not help the member's safety or independence are not included as part of this service, such as new carpeting, roof repair, central air, or home additions.

### **Home Delivered Meals**

Prepared food brought to the member's home that may consist of a heated lunch meal and a dinner meal (or both), which can be refrigerated and eaten later. This service is designed for the member who cannot prepare his or her own meals but is able to feed him/herself.



## **Home Health Aide**

A person who works under the supervision of a medical professional, nurse, physical therapist, to assist the member with basic health services such as assistance with medication, nursing care, physical, occupational, and speech therapy.

## **In Home Services (Homemaker)**

These are services consisting of general household activities (meal preparation and routine household care) and personal care provided by a trained homemaker aide. Homemaker aides shall meet such standards of education and training as are established by the State for the provision of these activities. This service will only be provided if personal care services are not available or are insufficient to meet the care plan, or the member is not able to manage a personal assistant.

## **Nursing-Intermittent**

This service focuses on long-term needs rather than short-term acute healing needs, such as weekly insulin syringes or medi-set set up for members unable to do this for themselves. These services are provided instead of a hospitalization or a nursing facility stay. A doctor's order is required for this service.

## **Nursing-Skilled**

This service provides skilled nursing services to a member in their home for short-term acute healing needs, with the goal of restoring and maintaining a member's maximal level of function and health. These services are provided instead of a hospitalization or a nursing facility stay. A doctor's order is required for this service.

## **Personal Assistant (PA)**

In-home caregiver hired and managed by the member. The member must be able to manage different parts of being an employer such as hiring the caregiver, managing their time and timesheets, completing other employee paperwork.

The caregiver helps with housekeeping items such as meal preparation, shopping, light housekeeping, and laundry. The caregiver can also help with hands-on personal care items such as personal hygiene, bathing, grooming, and feeding. Personal Assistants can include other independent direct care givers such as RNs, LPNs, and Home Health Aides.

## **Personal Emergency Response System**

This electronic equipment allows members 24-hour access to help in an emergency. The equipment is connected to your phone line and calls the response center and/or other forms of help once the help button is pressed. This service is provided based on health and safety needs and mobility limitations.

## **Physical, Occupational and Speech Therapy (Rehabilitation Services)**

Services designed to improve and or restore a person's functioning; includes physical therapy, occupational therapy, and/or speech therapy.

## **Prevocational Services**

These services prepare an individual for paid or unpaid employment by teaching concepts such as compliance, attendance, task completion, problem solving and safety. Activities in this service are not primarily directed at

teaching specific job skills, but at underlying habilitation goals, such as span and motor skills. All prevocational services will be reflected in the individual's plan of care as directed to habilitation, rather than explicit employment objectives.

### **Respite**

This service provides relief for unpaid family or primary caregivers who are meeting all the needs of the member. The respite caregiver assists the member with all daily needs when the family or primary caregiver is absent. Respite can be provided by a homemaker, personal assistant, nurse, or in an adult day health center.

### **Supported Employment**

These are intensive ongoing supports that enable participants in a paid employment work setting. It is designed for those who are unlikely to find a job at or above minimum wage. Supported employment includes activities needed to sustain paid work, such as supervision and training.

When supported employment services are provided at a work site in which persons without disabilities are employed, payment will be made only for the adaptations, supervision and training required by individuals receiving waiver services as a result of their disabilities.

### **Therapies**

These services are provided by a licensed therapist. They may be approved under the waiver if the individual is no longer eligible for therapies under the State plan, but continues to need long-term habilitative services.

# Care Coordination and Care Plan Information

## Your Care Plan Team

Your care plan team may include many different people (with your permission) including:

- You
- Your family
- Your doctor (Primary Care Provider)
- Behavioral health provider
- Pharmacist
- Homemaker
- Community partners such as church members
- Your Care Coordinator
- Others you want to include in your care team

Team members are there to help you get the services you need. They will help you make decisions about your care and work with you to reach your health care goals. Your Care Coordinator will help lead the team to make sure all your needs are met. This begins with a complete assessment of your needs. The care coordinator will review your current needs, services currently in place and identify additional in home or community support services that would improve your health. Your care coordinator will visit you monthly while you are on the Brain Injury Waiver. The team will also help you make changes to your plan to reflect your changing needs.

Members are asked to complete a Health Risk Screening (HRS) at least annually. Your Care Coordinator will work with your health plan to help you manage your care. They will be your health care “coach”. They will oversee the plan of care you and your Care Team decide is right. Care coordinators can help you reach your health goals using your benefits.

Your care coordinator will also:

- Plan in-person visits or phone calls with you
- Listen to your concerns
- Help you get services and find health issues before they get worse (preventive care)
- Help set up care with your doctor and other health care team members
- Help you, your family and your caregiver better understand your health condition(s), medications and treatments

Your care coordinator and Care Team will help you get the information and care you need to be healthy. And they will help you manage your health condition. This includes:

- Tips on how to help manage your weight, eat better and stay fit with an exercise program
- Brochures with heart-healthy tips on how to help control blood pressure and cholesterol
- Brochures on drugs and alcohol show you how to stop problems before they start
- Well care with tips about healthy behaviors and the need for routine exams, mammograms and cancer screenings

- Information about managing on-going medical conditions such as asthma, diabetes, and heart disease

If you did not receive a health risk screening (HRS) and would like to complete one, or if you want to inquire about care coordination services, please call Member Services.

You can contact your Care Coordinator by calling Member Services at **1-877-860-2837** (TTY/ TDD: **711**). It is important that you keep in touch with your Care Coordinator for help with services. Be sure to write down the name and phone number of your Care Coordinator. Your Care Coordinator will work with the State of Illinois care coordinator who completes your DON. Together they will make sure you have the services you need to meet your health goals.

### **Complex Case Management**

We offer a special Complex Case Management program for members that have very complicated illnesses such as kidney disease, depression or substance abuse. If you qualify, you will receive targeted outreach by a care coordinator that specializes in helping members with these complex conditions. You will work with the care coordinator to develop specific goals aimed at improving your overall health.

The care coordinator supports you to:

- Schedule medical appointments as needed
- Arrange transportation to and from medical appointments
- Obtain and understand your medications
- Understand your specific disease and how to improve your health and quality of life
- Help you in using your benefits to keep health issues from getting worse
- Learning tools to help you, your, family and caregivers better understand any health conditions, prescription and over-the-counter drugs, and treatments

The Care Coordinator helps you to use your health benefits and community-based services to reach your health goals.

To enroll in or opt-out of Complex Case Management, call Member Services.

### **Special Beginnings**

Special Beginnings helps pregnant moms better understand and manage their pregnancies to deliver a healthy baby without complications. If you are pregnant or have delivered a baby within the last 84 days (as a BCCHP member), you are eligible for the program. Program participants receive:

- Education on pregnancy, postpartum, and newborn care.
- You may be eligible for program incentives just for going to prenatal visits and postpartum appointments.
- Assistance in finding a provider, issues with access to care, and obtaining a breast pump and extra benefits (Dental, Vision, Transportation).

You may opt out of Special Beginnings at any time. To enroll or opt out of the Special Beginnings program, contact member services.

# Disease Management

If you have hypertension (high blood pressure), diabetes or asthma, you are eligible for our disease management program. Members identified with hypertension, diabetes or asthma receives support based on the level of their need. All members have access to information and tools to help manage their condition on the web portal called Blue Access for Members (BAM). The web portal offers many resources to help you stay healthy. You can access the member web portal at <https://members.hcsc.net/wps/portal/bam>.

Members with moderate levels of risk are contacted by a care coordinator that specializes in the management of that condition. If you are enrolled in the program, you work with your care coordinator to develop specific goals with the purpose of improving your overall health.

The care coordinator provides:

- education and materials related to your diagnosis
- assistance with understanding and obtaining medications
- education regarding available benefits that would improve your health outcomes
- referrals to community programs and resources for additional education and support such as improving access to healthy foods and community exercise programs

You may opt out of disease management at any time if you do not wish to participate. To enroll or opt out of the disease management program, you may call Member Services.

## Provider Choices

Your Care Coordinator will work with you to find providers and doctors who best meet your needs. You can search for in network Blue Cross Community Health Plans providers on our website at [www.bcchpil.com](http://www.bcchpil.com) by clicking on 'Find a Provider,' or you can call Member Services for help.

## Language Assistance

### Interpreter Services

You can get this document in Spanish, or speak with someone about this information in other languages for free. Call **1-877-860-2837** (TTY/TDD: **711**). The call is free.

Usted puede obtener este documento en español o hablar con alguien, de forma gratuita, acerca de esta información en otros idiomas. Llame al **1-877-860-2837** (TTY/TDD: **711**). La llamada es gratuita.

### Other Formats

You can also call Member Services, toll free, to request this information in other alternative formats such as Braille, large print and other forms.

### Hearing and Vision Impairment

For our members with hearing problems, we offer TTY/TDD service free of charge. The line is open 24 hours a day/seven (7) days a week at **711**.

# Rights & Responsibilities

## Your rights

- Be treated with respect and dignity at all times.
- Have your personal health information and medical records kept private except where allowed by law.
- Be protected from discrimination.
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation.
- Receive information from Blue Cross Community Health Plans in other languages or formats such as with an interpreter or Braille.
- Receive information on available treatment options and alternatives, regardless of cost or benefit coverage.
- Receive information necessary to be involved in making decisions about your healthcare treatment and choices.
- Refuse treatment and be told what may happen to your health if you do.
- Receive a copy of your medical records and in some cases request that they be amended or corrected.
- Choose your own primary care provider (PCP) from the Blue Cross Community Health Plans. You can change your PCP at any time.
- File a complaint (sometimes called a grievance), or appeal without fear of mistreatment or backlash of any kind.
- To make recommendations regarding the organization's member rights and responsibility policy.
- Request and receive in a reasonable amount of time, information about your Health Plan, its providers and policies.

## Your responsibilities

- Treat your doctor and the office staff with courtesy and respect.
- Carry your Blue Cross Community Health Plans ID card with you when you go to your doctor appointments and to the pharmacy to pick up your prescriptions.
- Keep your appointments and be on time for them.
- If you cannot keep your appointments cancel them in advance.
- Follow the instructions and treatment plan you get from your doctor and agree with goals to provide better care for your health.
- Tell your health plan and your caseworker if your address or phone number or any other information changes to provide care efficiently.
- Understand your health status and participate in developing mutually agreed-upon treatment goals to the degree possible.
- Read your member handbook so you know what services are covered and if there are any special rules.

**Every member has the following rights and responsibilities without having his or her treatment adversely affected.**

### **Non-Discrimination**

You may not be discriminated against because of race, color, national origin, religion, sex, ancestry, marital status, physical or mental disability, unfavorable military discharge, or age.

If you feel you have been discriminated against, you have the right to file a complaint with Civil Rights Coordinator by calling, faxing or sending us a letter:

Phone: **1-855-664-7270**

Fax: **1-855-661-6960**

Mail: Office of Civil Rights Coordinator  
300 E. Randolph St.  
35th Floor Chicago, IL 60601

If you are unable to call, you may have someone call for you. If you are unable to write a letter yourself, you may have someone write it for you.

### **Confidentiality**

All information about you and your case is confidential, and may be used only for purposes directly related to treatment, payment, and operation of the program including:

- Establishing your initial and continuing eligibility
- Establishing the extent of your assets, your income, and the determination of your service needs
- Finding and making needed services and resources available to you
- Assuring your health and safety

No information about you can be used for any other purpose, unless you have signed a Release of Information form. You can request a copy of this form by calling Member Services at **1-877-860-2837**. A copy of this form can also be found on our website: [www.bcchpil.com](http://www.bcchpil.com).

### **Freedom of Choice**

You have the choice of nursing facility placement or home and community-based services. You also have the right to choose not to receive services.

You may choose which provider or agency you want to provide your Long-Term Supports and Services (LTSS). A list of providers approved by the Department of Rehabilitative Services and the Department of Aging to provide services in your service area will be reviewed with you by your Blue Cross Community Health Plans Care Coordinator.

Your Blue Cross Community Health Plans Care Coordinator will work with you to participate in your Service Plan development and in choosing types of services and providers to meet your needs. You will receive a copy of each Service Plan and any subsequent changes to the plan.

The services that you receive are for needs addressed on your Service Plan and not for the needs of other individuals in your home.

## Transfer to Another Provider or Agency

You may request to transfer from one provider to another. If you want to transfer, you should contact your Blue Cross Community Health Plans Care Coordinator to help arrange the transfer.

## Change in Residence

If you will be residing in another location in Illinois and want to continue to receive services, contact your Blue Cross Community Health Plans Care Coordinator. Your Care Coordinator will assist you by arranging service transfer to your location.

## Service Plan

Your Service Plan establishes the type of service, the number of hours of service, how often the service will be provided, and the dates the services are approved. Your provider cannot change your Service Plan. If you need a change in services, you need to call your Blue Cross Community Health Plans Care Coordinator to review your needs and make changes to your Service Plan.

## If You Want More Services than Your Service Plan Allows

You may ask your provider to give you more services than are listed on your Service Plan, but you will be required to pay 100 percent of the cost of those additional services.

## Quality of Service

If you do not believe your provider or caregiver is following your Service Plan, or if your caregiver does not come to your home as scheduled, or if your caregiver is always late, you should call the caregiver agency and talk to your caregiver's supervisor. If the problem is not resolved, you should call your Blue Cross Community Health Plans Care Coordinator. If the problem is still not resolved, you should call the Blue Cross Community Health Plans toll free number at **1-877-860-2837** to file a grievance.

## Non-Discrimination of Caregivers

You must not discriminate against your caregivers because of race, color, national origin, religion, sex, ancestry, marital status, physical or mental disability, unfavorable military discharge, or age. To do so is a Federal offense.

## Reporting Changes

When you become enrolled in the Blue Cross Community Health Plans program, you must report changes to your information including:

Change	Report to
Changes to your services or service needs	Blue Cross Community Health Plans care coordinator at <b>1-855-334-4780</b>
Change of address or phone number, even if temporary	Blue Cross Community Health Plans care coordinator at <b>1-855-334-4780</b> or Enrollment Agency



## **Hospital or Nursing Home Admission**

If you are entering a hospital, nursing home or other institution for any reason, you or your representative should inform your Blue Cross Community Health Plans Care Coordinator before or as soon as possible after you have entered such a facility. Your services cannot be provided while you are in these facilities, but can be provided as soon as you return home. Inform your Blue Cross Community Health Plans Care Coordinator when you will be discharged home, so we can check on your service needs.

## **Transition of Care Services**

You are eligible for Transition of Care Services when you are scheduled for a planned inpatient surgical procedure or when you have an unplanned admission to an acute inpatient hospital or skilled nursing facility. Our services help you when you are being discharged home or to a lower level of care. We pay special attention to helping you move from one level of care to another, such as when you are discharged from a hospital or a skilled nursing facility back to your home. It is important that you understand your discharge instructions and have everything you need at home to recover. We work with you to make sure you have follow-up appointments scheduled. We also make sure you receive all ordered medications and services, including oxygen and durable medical equipment. This ensures a smooth discharge and recovery.

Care Coordinators can help you through the following:

- Arranging services you need, including scheduling and keeping provider appointments
- Ensuring complete communication and coordination of services to provide safe, timely, high-quality care as you move out of an acute inpatient hospitalization stay
- We provide guidance before planned admissions, such as a scheduled surgery. We also provide guidance after discharge when you have had an unplanned admission
- Care coordinators help you understand your conditions to reduce risks of relapse and support your ability to care for yourself.
- We also provide education related to medication safety and the importance of taking medications as the doctor ordered.
- Care coordinators review and clarify your doctor's orders related to care, diet, and activity levels so you understand and can follow the plan of care.

You are required to participate in care coordination on the Brain Injury Waiver program. To talk about eligibility, please call Member Services.

## **Absent from Home**

You must inform your caregiver or provider if you plan to be absent from your home when your scheduled services are to be provided, such as a doctor's appointment, a general outing, or a short vacation. Notify your caregiver or provider when you will not be home and when you plan to return so they can resume services upon your return.

During your absence, give your caregiver or provider and your Blue Cross Community Health Plans Care Coordinator your temporary phone number and address, in case you need to be reached.

## **Delivery of Services**

### **You Must Cooperate in the Delivery of Services**

To assist your caregivers, you must:

- Notify your caregiver or provider at least one (1) day in advance if you will be away from home on the day you are to receive service.
- Allow the authorized caregiver into your home.
- Allow the caregiver to provide the services authorized on your Service Plan you approved.

Do not require the caregiver to do more or less than what is on your Service Plan. If you want to change your Service Plan, call your Blue Cross Community Health Plans Care Coordinator. Your caregiver cannot change your Service Plan.

You and others in your home must not harm or threaten to harm the caregiver or display any weapons. Not cooperating as noted above may result in the suspension or termination of your LTSS services. Your Blue Cross Community Health Plans Care Coordinator will work with you and the caregiver to develop a Care Management Agreement to restart your services.

## Fraud, Abuse and Neglect

### Fraud and Abuse Program

Fraud occurs when someone receives benefits or payments they are not entitled to. Many parties can commit health care fraud that must be reported, including but not limited to:

- Medical providers
- Behavioral health providers
- Patients or members
- Employees of health care companies
- Billers

### Examples of fraud include:

- Overusing services that you don't need
- A provider billing for services not done
- False answers on an application
- Using someone's ID card

To report fraud, you can call Member Services, or the Blue Cross Community Health Plans Special Investigation Department (SID) at **1-800-543-0867**. All information is confidential.

### Reporting Abuse, Neglect, Exploitation, or Unusual Incidents

The Health Care Worker Background Check Act applies to all unlicensed individuals employed or retained by a health care employer as home health aides, nurse aides, personal care assistants, private duty nurse aides, day training personnel, or an individual working in any similar health-related occupation where they provide direct care.

You can contact the Department of Public Health online or by phone at **1-217-785-5133** to verify status prior

to employment, or the Department of Financial and Professional Regulation for information on any Licensed Practical Nurse (LPN) or Registered Nurse (RN) you want to employ to see if they have allegations of abuse, neglect or theft.

If you are the victim of abuse, neglect, or exploitation, you should report this to your Blue Cross Community Health Plans Care Coordinator right away, or contact the Blue Cross Community Health Plans Critical Incident Hotline at **1-855-653-8127**. You should also report the issue to one of the following agencies based on your age or placement. All reports to these agencies are kept confidential and anonymous reports are accepted.

### **Nursing Home Hotline**

- **1-800-252-4343**, TTY/TDD: **1-800-547-0466**

The Illinois Department of Public Health Nursing Home Hotline is for reporting complaints regarding hospitals, nursing facilities, home health agencies and the care or lack of care of the patients.

### **Supportive Living Program Complaint Hotline**

- **1-800-226-0768**

### **Adult Protective Services**

- **1-866-800-1409**, TTY/TDD: **1-888-206-1327**

The Illinois Department on Aging Adult Protective Services Hotline is to report allegations of abuse, neglect, or exploitation for all adults 18 years old and over. Your Blue Cross Community Health Plans Care Coordinator will provide you with two (2) brochures on reporting abuse, neglect and exploitation. You can request new copies of these brochures at any time.

### **Illinois law defines fraud, abuse and neglect as:**

- **Physical abuse** – Inflicting physical pain or injury upon a senior or person with disabilities.
- **Sexual abuse** – Touching, fondling, intercourse, or any other sexual activity with a senior or person with disabilities, when the person is unable to understand, unwilling to consent, threatened, or physically forced.
- **Emotional abuse** – Verbal assaults, threats of abuse, harassment, or intimidation.
- **Confinement** – Restraining or isolating the person, other than for medical reasons.
- **Passive neglect** – The caregiver’s failure to provide a senior or person with disabilities with life’s necessities, including, but not limited to, food, clothing, shelter, or medical care.
- **Willful deprivation** – Willfully denying a senior or person with disabilities medication, medical care, shelter, food, a therapeutic device, or other physical assistance, and thereby exposing that adult to the risk of physical, mental, or emotional harm — except when the person has expressed an intent to forego such care.
- **Financial exploitation** – The misuse or withholding of a senior or person with disabilities’ resources to the disadvantage of the person or the profit or advantage of someone else.

## Grievances and Appeals

We want you to be happy with services you get from Blue Cross Community Health Plans and our providers. If you are not happy, you can file a grievance or appeal. For more information, refer to the section on Grievances and Appeals in your Member Handbook. You may also call Blue Cross Community Health Plans Member Services at **1-877-860-2837** (TTY/TDD: **711**). We are available 24 hours a day, seven (7) days a week.

Limitations and restrictions may apply. For more information, call Blue Cross Community Health Plans Member Services at **1-877-860-2837** (TTY/TDD: **711**).

To ask for supportive aids and services, or materials in other formats and languages for free, please call,  
1-877-860-2837 TTY/TDD:711.

Blue Cross and Blue Shield of Illinois complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Blue Cross and Blue Shield of Illinois does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Blue Cross and Blue Shield of Illinois:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Civil Rights Coordinator.

If you believe that Blue Cross and Blue Shield of Illinois has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Civil Rights Coordinator, Office of Civil Rights Coordinator, 300 E. Randolph St., 35<sup>th</sup> floor, Chicago, Illinois 60601, 1-855-664-7270, TTY/TDD: 1-855-661-6965, Fax: 1-855-661-6960, [Civilrightscoordinator@hsc.net](mailto:Civilrightscoordinator@hsc.net). You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

**English:** ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call **1-877-860-2837 (TTY/TDD: 711)**.

**Español (Spanish):** ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-877-860-2837 (TTY/TDD: 711)**.

**繁體中文 (Chinese):** 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-877-860-2837 (TTY/TDD: 711)**。

**Tagalog (Tagalog – Filipino):** PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-877-860-2837 (TTY/TDD: 711)**.

**Français (French):** ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-877-860-2837 (ATS : 711)**.

**Tiếng Việt (Vietnamese):** CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-877-860-2837 (TTY/TDD: 711)**.

**Deutsch (German):** ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-877-860-2837 (TTY/TDD: 711)**.

**한국어 (Korean):** 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-877-860-2837 (TTY/TDD: 711)**번으로 전화해 주십시오.

**Русский (Russian):** ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-877-860-2837 (телетайп: 711)**.

**عربي (Arabic):** ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-778-068-7382 (رقم هاتف الصم والبكم: 117).

**हिंदी (Hindi):** ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। **1-877-860-2837 (TTY/TDD: 711)** पर कॉल करें।

**Italiano (Italian):** ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero **1-877-860-2837 (TTY/TDD: 711)**.

**ગુજરાતી (Gujarati):** સુચન : જે તમે ગુજરાતી બેલત હે, તે નિઃશુલ્કભ ષ સહાયસેવ ઓ તમ સ મટે ઉપલબ્ધછે. ઝેન કરે **1-877-860-2837 (TTY/TDD: 711)**.

**Urdu (Urdu):** ہرکسک وہ بلسہم نسمت ادخ یکدم یک نبلز کپا و ت وہ بطور پابا رگا: رادبغ (Urdu) **1-877-860-2837 (TTY/TDD: 711)**.

**Polski (Polish):** UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer **1-877-860-2837 (TTY/TDD: 711)**.

**λληνικά (Greek):** ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε **1-877-860-2837 (TTY/TDD: 711)**.



**BlueCross BlueShield  
of Illinois**