

# Key Message and Tips for Beneficiaries: Long-Term Care



## Message

As a nursing home resident you have the right to be treated with dignity and respect. It is important to know your rights and have someone help make sure you get quality care.

The nursing home must provide a reasonable quality of life. This means the staff must treat you well, provide the care written in your service plan, and watch for signs of abuse and neglect. They must also have activities that meet your physical, mental, and psychosocial needs.[1, 2]

Most nursing home staff are honest, but nursing home residents are common targets for fraud.[3] You should report any activity that does not seem right.[4] Some examples of fraud include:

- Billing for a monthly service that was not provided;
- Medical identity theft or stealing your Medicare or Medicaid number; or
- Stealing prescriptions.

## TIPS

- Keep track of the medical care you get, a family member can help you;
- Keep your personal and medical identification in a safe place;
- Know what services the doctor ordered for you, and make sure you receive them;
- Review your Medicare Summary Notices carefully;
- Ask questions if you do not recognize a service;
- Don't sign a blank form;
- Get a copy of everything you sign;
- Don't give out your Medicaid, Medicare, or Social Security number over the phone to someone you do not know; and
- Know that nursing home residents have the right to live free from abuse and neglect, and you should report any acts of abuse to your State Medicaid Fraud Control Unit.

For more information on who to contact if you suspect physical abuse of a nursing home resident, visit [https://www.cms.gov/Medicare-Medicaid-Coordination/Fraud-Prevention/FraudAbuseforConsumers/Report\\_Fraud\\_and\\_Suspected\\_Fraud.html](https://www.cms.gov/Medicare-Medicaid-Coordination/Fraud-Prevention/FraudAbuseforConsumers/Report_Fraud_and_Suspected_Fraud.html) on the Centers for Medicare & Medicaid Services (CMS) website.

For more information about services in your area, visit <http://www.medicaid.gov/Medicaid-CHIP-Program-Information/By-State/By-State.html> for a link to your State Medicaid agency.

For more information about Medicaid Program Integrity, visit <https://www.cms.gov/Medicare-Medicaid-Coordination/Fraud-Prevention/Medicaid-Integrity-Education/edmic-landing.html> on the CMS Medicaid Program Integrity Education website.

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1 The National Consumer Voice for Quality Long-Term Care. (2007, March). Resident's Rights: An Overview. Retrieved June 3, 2015 from <http://theconsumervoice.org/uploads/files/long-term-care-recipient/ResidentRights.pdf>

2 Social Security Act § 1919(b). Retrieved June 3, 2015, from [http://www.ssa.gov/OP\\_Home/ssact/title19/1919.htm](http://www.ssa.gov/OP_Home/ssact/title19/1919.htm)

3 U.S. Department of Health and Human Services. Office of Inspector General. (1996, May). Fraud and Abuse in the Provision of Services in Nursing Facilities. Retrieved June 3, 2015, from <https://oig.hhs.gov/fraud/docs/alertsandbulletins/SFANursingFacilities.pdf>

4 U.S. Department of Health and Human Services. Centers for Medicare & Medicaid Services. (2014, November 13) Common Medicaid Rip-Offs and Tips to Prevent Fraud. Retrieved June 5, 2015, from [http://www.cms.gov/Medicare-Medicaid-Coordination/Fraud-Prevention/FraudAbuseforConsumers/Ripoffs\\_and\\_Tips.html](http://www.cms.gov/Medicare-Medicaid-Coordination/Fraud-Prevention/FraudAbuseforConsumers/Ripoffs_and_Tips.html)

