Greetings!

With the weather getting colder and days getting shorter, I hope everyone had an opportunity to enjoy the sunshine of summer!

I would like to introduce myself as the new Vice President of ElderONE. I started with the agency back in March and have enjoyed learning from our staff, leaders and participants alike.

As we round fall and enter the winter season, COVID-19 continues to impact our world. While ElderONE has had success in getting a majority of our participants vaccinated against COVID-19, some services remain reduced from where we were pre-pandemic. I have been very impressed by the dedication and compassion that our staff continued to demonstrate in these unprecedented times.
Despite some of our limitations, ElderONE has continued to put our participants first through a number of great initiatives:

- Back in June, the ElderONE Day Centers in Monroe County were able to expand operations from 2 days a week to 3 days and our Silver Hill Day Center in Newark remains operational 5 days a week. With extended service days, this allowed us to serve more participants face-to-face at the Day Centers.

- ElderONE was able to resume Dental and Podiatry services within a couple of the ElderONE clinics.

- In September, the ElderONE Dietary team updated their home-delivered meal service to include higher quality, healthier meal choices for our participants.

- In the months ahead, ElderONE will plan for any needed COVID-19 boosters as well as annual flu vaccinations.

ElderONE continues to assess what is next on our radar, in an effort to return to normal. As always, we continue to monitor State and Federal regulations for further COVID-19 guidance to keep us all safe. In an effort to keep our participants and families well informed about the program and latest COVID-19 related announcements, please visit our website at www.elderone.org.

Thank you for your continued patience during these challenging times and thank you for continuing to entrust your care with ElderONE.

Kristi Neidel
Vice President
Fall is here, vaccinations rates are improving and COVID-19 boosters are already starting for our high-risk groups, including adults 65 and older. Fortunately, the FDA has approved the Pfizer, Moderna and Johnson & Johnson COVID-19 Boosters. Therefore, if you received your second shot at least six months ago, you will be the first wave of participants called.

Just as important as the COVID-19 vaccine, so will be the Influenza vaccine (flu shot). Unlike the COVID-19 booster, the flu shot will be available to every participant within ElderONE. We intend to roll out coordination of the flu shots by the end of October to assure everyone remains safe over the holiday season. If you or your family choose to vaccinate earlier than your ElderONE appointment, please let your team know as soon as possible.

I want to emphasize that last winter (2020-2021), our local counties did not experience as much illness from the flu has years past. This was most likely due to the great efforts of you and your neighbors to wash hands and keep masked on throughout the winter. While we all recognize the burden to remain masked, especially over the holidays, it is essential to remember that masking is the best way to protect you and your loved ones.

Lastly, we all know the impact of the COVID pandemic has had on everyone – wellness was a concern before the pandemic and has become a more significant concern. The approach to wellness focuses on multiple recommendations. Please consider:

1. **Engaging in light exercise and other restorative activities** – regular exercise or stretching can help reduce stress and improve emotional stability. Do something for yourself- learn a new skill or meditate each morning.

2. **Make time to talk with friends and family** – communicating with family and friends can help combat withdrawal and social isolation. Scheduling time with friends and family can keep healthy connections and help ensure regular restoration.

3. **Identify the things you can and cannot control** – identifying those things you can invest less time and energy into trying to solve can help reduce the feeling of helplessness. Remove the things that add anxiety and stress in your life that you don’t need.

4. **Monitor your own physical and emotional limits** – know when you need to take a break and make your needs known to others.

Stay safe and be good to yourself,

Dr. Stephen Ryan, MD, MPH
Medical Director of ElderONE
As always, your quality of care and your satisfaction are very important to us at ElderONE. In order to provide you with the most up to date information, we would like to share with you the process of filing a grievance, service request, and appeal:

- If you have a grievance, please notify any ElderONE staff member. You can do this verbally or in writing.

- Once we receive your grievance, our staff will have 15 days to work with you to come to a resolution.

- If you have a service request, please tell any ElderONE staff member. Once the request is discussed and reviewed by your Interdisciplinary Team, you will be given an answer within 3 days/72 hours.

- In the event that you do not like the outcome of your grievance or service request you can always appeal the decision. Please note that an appeal must be made within 45 days of ElderONE’s notification of a decision to deny coverage or payment for a service/or equipment.

- Standard appeals will be addressed as quickly as possible, but no later than 30 days after you have requested the appeal. If you believe that life, health, or ability to regain or maintain maximum function could be seriously jeopardized, absent the provision of the service in dispute, let us know right away. ElderONE will consider this an expedited appeal and will answer your appeal within 72 hours of receipt of the appeal. You will be notified in writing of the outcome of the appeal review.

We would also like to share that we have developed a Quality Improvement (QI) plan and are currently tracking and monitoring a total of 11 areas. Some of those areas include, care planning, recreation visits, monthly weights, pain control, falls, and communication, just to name a few.

Look out for more information throughout the year on how ElderONE is doing in these areas. If you have any questions or would like to learn more about these projects, please do not hesitate to call ElderONE and speak to any member of the IDT team or a member of the quality team.
The Rochester community is experiencing a driver shortage. This has affected ElderONE’s driver resource pool, impacting the number of rides we can provide to participants for appointments and center services. In response, we have adjusted compensation to be more competitive with the current market, and are actively recruiting to fill driver vacancies. I am aware that this resource shortage has contributed to some miscommunications resulting in concern and confusion. Thus, I am actively working with Jared Pawlaczyk, Transportation Manager and Frank Mastrella, Provider Network Coordinator to formalize standards and create clear pathways of communication, to assure we can meet your needs and improve our customer service. If you should have any questions or concerns related to transportation, please contact Jared Pawlaczyk at 922-2825.

Crystol Mihaly
ElderONE PACE Operations Director
ELDERONE PARTICIPANT RIGHTS & RESPONSIBILITIES

ElderONE participants are entitled to the following rights:

• To be fully informed of rights and responsibilities as a participant and of all rules and regulations governing participation in ElderONE. Evidence of your receipt of this information is in the form of your signed enrollment agreement acknowledgement, a copy of which is incorporated into your medical record.

• To be treated with dignity and respect, and be afforded privacy, confidentiality and humane care.

• To receive competent, concerned and individualized care without regard to race, creed, color, national origin, sex (including gender identity or status of being transgender), sexual orientation, age or physical or mental disability (including gender dysphoria), developmental disability, type of illness or condition, or source of payment.

• To receive comprehensive health care in a safe and clean environment, and in an accessible manner.

• To not be required to perform services for ElderONE.

• To have reasonable access to telephones.

• To be free from harm, including physical or mental abuse, neglect, corporal punishment, involuntary seclusion, excessive medication, and any physical or chemical restraint imposed for purposes of discipline or convenience and not required to treat your medical symptoms. To be free from hazardous procedures.

• To be encouraged and assisted, throughout your participation in ElderONE, to exercise your rights as a participant, as well as your civil and legal rights. To be encouraged and assisted to voice complaints to ElderONE staff and outside representatives of your choice. There will be no restraint, interference, coercion, discrimination or reprisal by ElderONE or its staff, nor will the filing of a grievance disrupt your care plan. To be encouraged and assisted to recommend changes in policies and procedures to ElderONE staff. This may include accessing the Medicaid and Medicare appeal processes.

• To be fully informed in writing of the services available through the plan in addition to the costs. This information is to be made available, including the identification of services delivered through contracts, rather than directly by the program, prior to and at the time of enrollment, as well as during participation. Any changes to the payment structure may be made after you receive 30 day written notice.

• To be able to examine the results of the most recent review of ElderONE conducted by New York State and federal government and any plan of correction in effect.

• To choose your primary care physician and specialists from within the ElderONE network.

• To request that a qualified specialist for women’s health services furnish routine or preventive women’s health services.

• To have reasonable and timely access to specialists as indicated by the participant’s health condition and consistent with current clinical practice guidelines.

• To request reassessment by the team.

• To receive information on Advanced Directives as dictated by the Patient Self Determination Act of 1990, and to receive assistance in the completion of a Health Care Proxy form to convey such directive.

• To be fully informed by the interdisciplinary team of your health and functional status. Be informed of all treatments prescribed prior to implementation, when and how services will be provided and the names and functions of any person and/or affiliated agency providing care, coordination or supervision of services.

• To request information about your diagnosis, prognosis, and treatment, including alternatives of care and risks involved in terms that you and your family can readily understand so that you can give your informed consent.

• To access emergency services without prior approval when the need arises. An Emergency Medical Condition means a condition or situation manifesting itself by acute symptoms of sufficient severity (including severe pain) such that a prudent layperson, with an average knowledge of health and medicine, could reasonably expect the absence of immediate medical attention may result in:
  ◦ Serious jeopardy to the health of the participant;
  ◦ Serious impairment to bodily functions; and/or
  ◦ Serious dysfunction of any bodily organ or part.

• To participate in the development and implementation of your plan of care.

• To expect that ElderONE develop a written care plan for patient care and to participate in all decisions effecting your plan of care/treatment and to be advised in advance of any change in the plan of care. If you are unable to participate fully in treatment decisions, you have the right to designate a representative. You have the right to appeal any decision affecting your plan of care if you cannot come to agreement with the interdisciplinary team.

• To have all treatment options explained in a culturally competent manner including, but not limited to those with limited English proficiency and diverse cultural and ethnic backgrounds, and to make health care decisions, including the right to refuse treatment, and be informed of the consequences of the decisions.

• To have the Enrollment Agreement, Enrollment Agreement Acknowledgement, all treatment and treatment options fully discussed and explained to you in a manner you understand.

• To receive information on Advanced Directives as dictated by the Patient Self Determination Act of 1990, and to receive assistance in the completion of a Health Care Proxy form to convey such directive.

• To be fully informed by the interdisciplinary team of your health and functional status. Be informed of all treatments prescribed prior to implementation, when and how services will be provided and the names and functions of any person and/or affiliated agency providing care, coordination or supervision of services.

• To request information about your diagnosis, prognosis, and treatment, including alternatives of care and risks involved in terms that you and your family can readily understand so that you can give your informed consent.

• To request reassessment by the team.

• To be given reasonable advance notice in writing of any transfer to another part of ElderONE’s program for medical reasons, or for your welfare, or that of other participants. Such actions will be documented in your health record.

• To be assured of confidential treatment of all information contained in your health record, including information contained in any automated data bank. You have the right to communicate with health care providers in confidence and to have the confidentiality of your identifiable health care information
protected. We require your written consent for the release of information to persons not otherwise authorized under law to receive it. Persons representing news or other media shall not be given any information that identifies or leads to the identification of you, including photographs, unless you have given written consent. You may review and copy your own medical records and request amendments to those records. You may provide written consent which limits the degree of information, the persons to whom information may be given and the time the consent is in effect.

- To be fully informed of the appeal process, and receive from ElderONE staff, any assistance needed, to file an appeal, as outlined in the ElderONE appeal process. To appeal any treatment decision made by ElderONE, its employees, or contractors.
- To receive treatment and rehabilitative services designed to promote your functional ability to the optimal level and to encourage your independence. These services must be agreed to by the interdisciplinary team.
- To receive necessary care across all care settings, up to and including placement in long term care facility when the ElderONE can no longer maintain the participant safely in the community through the support of PACE services.
- To have your reports of pain believed and to be provided with information about pain and pain relief measures. You can expect health professionals to respond quickly to your reports of pain and to receive effect pain management.
- To request notification to the Director of Quality, to view your clinical record in the ElderONE office. You may receive a copy of your clinical record, upon written request. All patient requests for viewing/receiving clinical records will be made known to the physicians. There may be a cost associated with copying clinical records.
- To contact New York State at 1-866-712-7197 and identify the concern as a Managed Long Term Care concern.
- To contact 1-800-MEDICARE for information or to make a complaint.
- Alternatively, you may contact ICAN (Independent Consumer Advocacy Network) * which is a group of nonprofit advocacy organizations, independent of the New York State Department of Health or any health insurance plan, which can assist you in resolving problems with your plan and providers [for example doctors, hospitals, and pharmacists], and help you file grievances or appeals.

*ICAN help is free and confidential.
ICAN is not connected with any health plan.

Call: 1-844-614-8800
TTY Relay Service 711
Email: ican@cssny.org  Online: www.icannys.org

Your Responsibilities as an ElderONE Participant:
The services of ElderONE depend on the involvement of you – the participant, and your family. The ElderONE Team works closely with you to be sure that your health care needs are met to the greatest degree possible. In order to do that, participants and caregivers have the following responsibilities:

- Accept help and/or care without regard to the race, religion, age, gender, disability, or national origin of the caregiver and to treat those proving you with care with respect.
- Authorize ElderONE to obtain and use records and information from hospitals, residential health care facilities, home health agencies, physicians and other practitioners who treat you.
- Authorize ElderONE to disclose and exchange personal information with the federal and state government and their agents during reviews.
- Keep appointments or notify ElderONE if an appointment cannot be kept.
- Supply accurate and complete information to caregivers.
- Actively participate in developing and updating your Care Plan.
- Ask questions and request further information regarding anything you do not understand.
- Assist in developing and maintaining a safe environment for you and your caregivers.
- Inform ElderONE of all health insurance coverage and notify ElderONE promptly of any changes in that coverage.
- Cooperate with ElderONE in billing for and collecting applicable fees from Medicare and other third party payers.
- Use ElderONE designated providers, hospitals and nursing homes for services included in the benefit package.
- Notify ElderONE promptly of any change in address or any absence from the area.
- Comply with all policies of the program as noted in this Enrollment Agreement.
- Cooperate in implementation of the care plan.
- Take your medications as the ElderONE physician orders.
- If emergency services are used at any time, or while out of the service area, you must notify ElderONE within forty-eight hours or as soon as reasonably possible.
- To notify ElderONE if you are injured by someone else’s actions, such as a being involved in an automobile accident.
- To let ElderONE know as soon as possible, when you are not satisfied with care or services.
- ElderONE requests notification in writing prior to disenrolling.
- Pay all required monthly fees.
- To wear your ElderONE nametag while at the Day Center and while at appointments scheduled by ElderONE.

These written rights and responsibilities, for a participant determined to be incompetent in accordance with State law, apply to the person or committee authorized to act on behalf of the participant.
Notice of Non-Discrimination

ElderONE complies with applicable Federal civil rights laws and does not discriminate, exclude people or treat them differently on the basis of race, color, national origin, age, disability, or sex. ElderONE 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 your ElderONE Social Worker.

If you believe that ElderONE 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:

ElderONE Attn: Performance Improvement Coordinator
490 E. Ridge Road
Rochester, NY 14621

Phone: (585) 922-9985
Toll Free: 855-457-4636
Fax: (585) 922-2847
TTY: 800-662-1220

You can file a grievance in person, by mail, or fax. If you need help filing a grievance, ElderONE’s Performance Improvement 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)


Privacy Notice

As an ElderONE Participant, you have a right to have information about your health and medical care remain confidential and private. This right, along with an explanation of circumstances where your health information may be shared (e.g. for treatment or payment purposes), is described in our Notice of Privacy Practices. You can find the notice posted in every ElderONE clinic. You may also request a printed copy of the notice by asking one of your Interdisciplinary Team Members. Should you have any specific questions about the Notice of Privacy Practices and/or your right to have your health information protected, please contact Lisa Wild, Privacy Manager for Rochester Regional Health at (585) 922-9453.

MAKE A REFERRAL

Do you know someone who needs the comprehensive, compassionate care that ElderONE provides? Do you know someone who could benefit from our services? You can make a referral simply by calling ElderONE at 585.922.2831 or 1.855.457.4636.