

Individual Bill of Rights

As an individual enrolled on the PASSPORT or Assisted Living Waiver, you have the following rights:

1. ***To be treated courteously and respectfully by AAA9 staff.*** We strive to ensure that all individuals are treated in a professional and courteous manner.
2. ***To know your case manager and how to request a change in case manager.*** Contact information for your case manager is included within this packet of information. To request a change in case manager, please call 1-844-932-7277 and ask to speak with a supervisor.
3. ***To collaborate on decisions with your case manager.*** Your assigned case manager will have ongoing contact with you to provide support and collaboration to develop and update a mutually agreed-on person-centered service plan to help meet your needs. Please notify your case manager if you have questions or if you are not able to adhere to your plan.
4. ***To receive understandable information.*** In the event information is provided that is unclear, or needs to be interpreted, please reach out to your assigned case manager to make this request. Refer to a list of common abbreviations on the next page.
5. ***To access information about AAA9's [programs](#), [services](#), [contracted providers](#), [staff qualifications](#), and [contractual relationships](#).*** This information can be found by accessing our website at www.aaa9.org.
6. ***To be informed of all case management services available, even if a service is not covered, and to discuss options with your case manager.*** A complete list of [current services](#) can be found by accessing our website at www.aaa9.org. Please contact your case manager to discuss these options.
7. ***To have personally identifiable data and medical information kept confidential; to know who has access to your information, and AAA9's procedures to ensure security, privacy and confidentiality.*** Please refer to the following documents for details: HIPPA Compliant Special Authorization for the Release of Protected Health Information; Acknowledgement of HIPPA Privacy Practices; HIPAA Notice of Privacy Practices; and Consent of Release of Information (at enrollment only).
8. ***To communicate complaints to AAA9 and receive instructions on how to use the complaint process, including timelines for responding to and resolving issues of quality and complaints.*** Please contact your case manager to discuss your concerns and begin the complaint process. Alternatively, you may call 1-844-932-7277 and ask to speak with a supervisor.
9. ***To receive assistance with navigating appeals.*** Please refer to the AAA9 Fact Sheet for Appeal Rights and/or contact your case manager to discuss your needs.
10. ***To disenroll from the PASSPORT or the Assisted Living program.*** Please contact your case manager to discuss your options. Alternatively, you may call 1-844-932-7277 and ask to speak with a supervisor. AAA9 will notify all providers if you disenroll from the program.

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AAA9's common abbreviations are listed below. Please contact your case manager if you encounter an unknown abbreviation that is not included on this list.

AAA - Area Agency on Aging
ADL - Activity of Daily Living
ADS - Adult Day Services
ALF - Assisted Living Facility
ALW - Assisted Living Waiver
APS - Adult Protective Services
AR - Authorized Representative
bid - Twice a Day
CDPCS - Consumer Directed Personal Care Service
CM - Case Manager
DME - Durable Medical Equipment
DNR - Do Not Resuscitate
DON - Director of Nursing
DPOA - Durable Power of Attorney
Dr - Doctor
Dx - Diagnosis
ER - Emergency Room
ERS - Emergency Response System
HDM - Home Delivered Meals
HEAP - Home Energy Assistance Program
HHA - Home Health Aide
HIPAA - Health Insurance Portability & Accountability Act
HME - Home Medical Equipment
HMK - Homemaker Service
HV - Home Visit
Hx - History
IADL - Instrumental Activity of Daily Living
ILA - Independent Living Assistance Service
ILOC - Intermediate Level of Care
JFS - Job and Family Services
LISW - Licensed Independent Social Worker
LOC - Level of Care
LPN - Licensed Practical Nurse
LSW - Licensed Social Worker
LTCO - Long Term Care Ombudsman
MCO - Managed Care Organization
MD - Medical Doctor
MHM - Minor Home Modification Repair Service
MSW - Master's Degree in Social Work

NF - Nursing Facility
NP - Nurse Practitioner
ODA - Ohio Department of Aging
ODH - Ohio Department of Health
ODJFS - Ohio Department of Jobs and Family Services
ODM - Ohio Department of Medicaid
OHCW - Ohio Home Care Waiver
OT - Occupational Therapy
OTC - Over-the-counter
PASRR - Pre-Admission Screen /Resident Review
PASSPORT or PP - Pre-Admission Screen System Providing Options and Resources Today
PCP - Primary Care Physician
PCS - Personal Care Service
PDN - Private Duty Nursing
PHI - Protected Health Information
po - By Mouth
POA - Power of Attorney
PRN - As Needed
PT - Physical Therapy
q - Every
qd - Every Day
qid - Four Times a Day
RA - Re-Assessment
RCF - Residential Care Facility
RD - Registered Dietician
RN - Registered Nurse
ROI - Release of Information
Rx - Prescription
SF - State Funded
SLOC - Skilled Level of Care
SN - Skilled Nursing
SNF - Skilled Nursing Facility
ST - Speech Therapy
STNA - State Tested Nursing Assistant
tid - Three Times a Day
TTB - Tub Transfer Bench
Tx - Treatment
VA - Veteran's Administration