



## **FAMILY CAREGIVER EDUCATION SERIES**

### ***Navigating the Healthcare Environment/ Becoming an Advocate for Your Loved One***

**February 11, 2021**

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#### **ADVOCACY & ELDER RIGHTS**

**CANHR – California Advocates for Nursing Home Reform** [www.canhr.org](http://www.canhr.org)  
**Visitation Rights During COVID** [http://canhr.org/factsheets/covid\\_fs/PDFs/fs\\_visitation.pdf](http://canhr.org/factsheets/covid_fs/PDFs/fs_visitation.pdf)

**Center for Medicare Advocacy**  
[www.medicareadvocacy.org](http://www.medicareadvocacy.org)

**Health Insurance Counseling and Advocacy Program (Alameda County)**  
Assists Medicare beneficiaries make informed choices and provides advocacy when their health care benefits and rights are threatened or denied. (For other counties – Google HICAP + county name.)  
[www.lashicap.org](http://www.lashicap.org)

**HIPAA for Individuals**  
<https://www.hhs.gov/hipaa/for-individuals/index.html>

**How to Be An Effective Advocate for Aging Parents**  
[www.aarp.org/caregiving/basics/info-2020/advocate-for-aging-parents.html](http://www.aarp.org/caregiving/basics/info-2020/advocate-for-aging-parents.html)

**Livanta – Beneficiary and Family Centered Care Quality Improvement Organization**  
Medical case review and appealing Medicare discharge 1-877-588-1123  
<https://www.livantaqio.com/en/states/california>

**Medicare Rights Center**  
[www.medicarerights.org](http://www.medicarerights.org)

**Self-Advocacy Approaches for Residents and Family Members – Residential Care Facilities for the Elderly**  
[http://www.canhr.org/factsheets/rcfe\\_fs/PDFs/FS\\_RCFE\\_Self-Advocacy.pdf](http://www.canhr.org/factsheets/rcfe_fs/PDFs/FS_RCFE_Self-Advocacy.pdf)

#### **DISCHARGE**

**Appealing a Hospital Discharge – Medicare Guidelines**  
[www.medicare.gov/claims-appeals/your-right-to-a-fast-appeal/getting-a-fast-appeal-in-a-hospital](http://www.medicare.gov/claims-appeals/your-right-to-a-fast-appeal/getting-a-fast-appeal-in-a-hospital)

**Challenging Hospital Discharge Decisions**  
[http://canhr.org/factsheets/resrights\\_fs/html/fs\\_challengingdischarge.htm](http://canhr.org/factsheets/resrights_fs/html/fs_challengingdischarge.htm)

**Discharge Planning Checklist – Medicare**  
<https://www.medicare.gov/Pubs/pdf/11376-discharge-planning-checklist.pdf>

**Hospital Discharge Planning: A Guide for Families and Caregivers**  
[www.caregiver.org/hospital-discharge-planning-guide-families-and-caregivers](http://www.caregiver.org/hospital-discharge-planning-guide-families-and-caregivers)

## MEDICARE

### Medicare Beneficiary Notices Initiative

Explanations and links to forms related to your rights and protections (financial and appeals).

<https://www.cms.gov/Medicare/Medicare-General-Information/BNI/index.html?redirect=/bni>

**Medicare – Care Compare** (excellent tool for comparing and evaluating hospitals, doctors and clinicians, nursing homes, home health agencies, dialysis facilities, and hospice agencies)

[www.medicare.gov/care-compare/](http://www.medicare.gov/care-compare/)

**Medicare Fact Sheets and Booklets** (downloadable resources)

[www.medicare.gov/Publications/Search/Results.asp](http://www.medicare.gov/Publications/Search/Results.asp)

**Medicare Home Health Coverage: Jimmo v. Sebelius**

[www.medicareadvocacy.org/wp-content/uploads/2018/04/Fact-Sheet-Medicare-Home-Health-Coverage-In-Light-of-Jimmo-v.-Sebelius.pdf](http://www.medicareadvocacy.org/wp-content/uploads/2018/04/Fact-Sheet-Medicare-Home-Health-Coverage-In-Light-of-Jimmo-v.-Sebelius.pdf)

**Medicare Outpatient Observation Notice (MOON)**

[www.cms.gov/Medicare/Medicare-General-Information/BNI/MOON.html](http://www.cms.gov/Medicare/Medicare-General-Information/BNI/MOON.html)

**Medicare Rights, Discharge, and Appeals Forms** (including instructions)

[www.cms.gov/Medicare/Medicare-General-Information/BNI/HospitalDischargeAppealNotices](http://www.cms.gov/Medicare/Medicare-General-Information/BNI/HospitalDischargeAppealNotices)

## ORGANIZING and MANAGING HEALTH INFORMATION

CareZone <https://carezone.com/home>

Caring Village [www.caringvillage.com](http://www.caringvillage.com)

GooPatient [www.goopatient.com](http://www.goopatient.com)

**Medicare's Blue Button and Blue Button 2.0**

[www.medicare.gov/manage-your-health/medicares-blue-button-blue-button-20](http://www.medicare.gov/manage-your-health/medicares-blue-button-blue-button-20)

**Next Step in Care** [www.nextstepincare.org/%20Caregiver\\_Home/](http://www.nextstepincare.org/%20Caregiver_Home/) (downloadable checklists and fillable forms)

**Personal Health Records and Patient Portals – AARP**

[www.aarp.org/technology/innovations/info-07-2010/Digital\\_Personal\\_Health\\_Records.html](http://www.aarp.org/technology/innovations/info-07-2010/Digital_Personal_Health_Records.html)

## MISCELLANEOUS

**C.A.R.E. Act** (Caregiver Advise, Record, Enable)

[www.aarp.org/politics-society/advocacy/caregiving-advocacy/info-2014/aarp-creates-model-state-bill.html](http://www.aarp.org/politics-society/advocacy/caregiving-advocacy/info-2014/aarp-creates-model-state-bill.html)

**C.A.R.E. Act Wallet Cards** – downloadable cards and info for each state

[www.aarp.org/caregiving/local/info-2017/care-act-aarp-wallet-card.html?cmp=RDRCT-4e6ca682-20200402](http://www.aarp.org/caregiving/local/info-2017/care-act-aarp-wallet-card.html?cmp=RDRCT-4e6ca682-20200402)

**Medi-Cal Information – California Department of Health Care Services**

[www.dhcs.ca.gov/services/medi-cal/Pages/default.aspx](http://www.dhcs.ca.gov/services/medi-cal/Pages/default.aspx)

**National Institute on Aging** (National Institutes of Health) [www.nia.nih.gov/](http://www.nia.nih.gov/)

**Talking with Your Doctor: A Guide for Older People** (this is the link to the pdf; hard copy also available)

[https://order.nia.nih.gov/sites/default/files/2017-07/TWYD\\_508.pdf](https://order.nia.nih.gov/sites/default/files/2017-07/TWYD_508.pdf)