

We want to support you and other family caregivers as you work with your home care agency. Please review the information below and discuss any questions or concerns with your managed care organization (MCO) Private Duty Nurse Care Coordinator.

What to expect from your home care agency:

- Your home care agency will provide you with a monthly nursing schedule at least one week prior to the beginning of the month, if not sooner.
- Your home care agency will communicate with you immediately about schedule changes to cover any openings.
- Your home care agency and the nurse will respect you, your beliefs, and your home. The nurse will be respectful to the family’s dynamic and patient’s home.
- You can request the home care agency to schedule “meet and greets” for both you and the nurse prior to placement in your home.
- The assigned nurses should arrive on time to their shifts and work their entire scheduled shift.
- Your nurses will provide the nursing care ordered by your doctor.
- The nurses should be alert to the needs of the person receiving care and communicate with them, you, and the agency about any changes or needs observed, including supplies or medication refill needs. Throughout their assigned shifts, nurses should be attentive to the needs of the person receiving care and communicate with you about changes and any health or care concerns.
- The nurse should keep their work areas clean and organized.

Common issues with PDN:

- There may be times that you have open shifts because of staffing issues.
- Having a non-family member in your home can seem strange to you.
- It is important for the nurse to remember that they are providing a service in your home.
- Communication is important when receiving home nursing care. Most issues can be worked out if they are communicated to the home care agency and the nurses.
- It is important for both the nurse and the family to remember that this is a working relationship.

Alternatives to PDN:

- There are benefits and resources available as alternatives or in addition to PDN that can be discussed with your Care Coordinator:
 - Medical day care.
 - Skilled nursing facility admission.
 - Skilled nursing visits.

What is expected from the member (your child) and family (you, family caregivers)?

- Create a clean and safe home environment for the nurses to work.
- Be respectful to the nurse who is providing services.
- If you have any care concerns, report them to the home care agency and to your MCO.
- If you need to cancel a shift, please inform the agency as soon as possible.
- Please speak directly to the home care agency and your Care Coordinator immediately with any concerns about staffing. If you are not satisfied with the care and wish for the nurse to be dismissed from your case, please speak to the home care agency and your Care Coordinator. We are here to help you.
- Work with your Care Coordinator and home care agency to build a backup plan for times that you and/or the agency are unavailable to provide care before the need arises.

Care Coordinator name:
Care Coordinator contact information:



Discrimination is against the law

AmeriHealth Caritas Delaware complies with applicable federal civil rights laws and does not discriminate on the basis of race; ethnicity; color; sex; religion; national origin; creed; marital status; age; Vietnam era or disabled veteran status; income level; gender identity; the presence of any sensory, mental, or physical handicap; or any other status protected by federal or state law. AmeriHealth Caritas Delaware does not exclude people or treat them differently because of race; ethnicity; color; sex; religion; national origin; creed; marital status; age; Vietnam era or disabled veteran status; income level; gender identity; the presence of any sensory, mental, or physical handicap; or any other status protected by federal or state law.

AmeriHealth Caritas Delaware provides free aids and services to people with disabilities, such as qualified sign language interpreters and written information in other formats (large print, Braille, audio, accessible electronic formats, other formats). We provide free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

If you need these services, contact AmeriHealth Caritas Delaware Member Services:

- Diamond State Health Plan (DSHP) at **1-844-211-0966 (TTY 1-855-349-6281)**.
- Diamond State Health Plan-Plus (DSHP-Plus) at **1-855-777-6617 (TTY 1-855-362-5769)**.

If you believe that AmeriHealth Caritas Delaware has failed to provide these services or discriminated in another way on the basis of race; ethnicity; color; sex; religion; national origin; creed; marital status; age; Vietnam era or disabled veteran status; income level; gender identity; the presence of any sensory, mental, or physical handicap; or any other status protected by federal or state law, you can file a grievance with:

- AmeriHealth Caritas Delaware Grievances
P.O. Box 80102, London, KY 40742
- You can also file a grievance by calling AmeriHealth Caritas Delaware Member Services:
 - DSHP at **1-844-211-0966 (TTY 1-855-349-6281)**.
 - DSHP-Plus at **1-855-777-6617 (TTY 1-855-362-5769)**.

If you need help filing a grievance, AmeriHealth Caritas Delaware Member Services 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, DC 20201
1-800-368-1019 (TDD 1-800-537-7697)

Complaint forms are available at www.hhs.gov/ocr/office/file/index.html.



English: You can have this information in other languages and formats, such as large print, Braille, and audio at no charge to you. You can also have this interpreted over the phone in any language. To request language services or other formats, call Member Services 24 hours a day, 7 days a week, at **1-844-211-0966 (DSHP)** or **1-855-777-6617 (DSHP-Plus)**. For TTY, call **1-855-349-6281 (DSHP)** or **1-855-362-5769 (DSHP-Plus)**. For pharmacy services, call **1-877-759-6257 (DSHP)** or **1-855-294-7048 (DSHP-Plus)**. To speak to a nurse 24/7, call **1-844-897-5021**.

Spanish: Puede solicitar esta información en otros idiomas y formatos, como letra grande, Braille y audio, sin costo alguno para usted. También se le puede interpretar esto por teléfono en cualquier idioma. Para solicitar servicios de idiomas u otros formatos, llame a Servicios al Miembro las 24 horas del día, los 7 días de la semana, al **1-844-211-0966 (DSHP)** o **1-855-777-6617 (DSHP-Plus)**. Para TTY, llame al **1-855-349-6281 (DSHP)** o **1-855-362-5769 (DSHP-Plus)**. Para servicios de farmacia, llame al **1-877-759-6257 (DSHP)** o **1-855-294-7048 (DSHP-Plus)**. Para hablar con un enfermero las 24/7, llame al **1-844-897-5021**.

Simplified Chinese: 您可以免费索取这些信息的其他语言版本及大字印刷、盲文点字、音频等其他格式。您亦可以要求通过电话口译的方式将这些内容翻译为任何语言。如需语言服务或其他格式，请拨打会员服务部每周7天、每天24小时全天候提供服务的电话 **1-844-211-0966 (DSHP)** 或 **1-855-777-6617 (DSHP-Plus)**。TTY 使用者请拨打 **1-855-349-6281 (DSHP)** 或 **1-855-362-5769 (DSHP-Plus)**。如需药房服务，请拨打 **1-877-759-6257 (DSHP)** 或 **1-855-294-7048 (DSHP-Plus)**。如需每周7天、每天24小时随时与护士交谈，请拨打 **1-844-897-5021**。



Haitian Creole: Ou ka jwenn enfòmasyon sa yo gratis nan lòt lang oswa nan lòt fòm, tankou nan gwo karaktè, nan Bray oswa sou odyo. Mete sou sa, nou ka entèprete enfòmasyon sa yo nan telefòn nan nenpòt lang. Pou mande yon sèvis nan lang pa w oswa pou mande yon lòt fòm, rele ekip Sèvis pou manm yo 24 è sou 24, 7 jou sou 7, nan **1-844-211-0966 (DSHP)** oswa **1-855-777-6617 (DSHP-Plus)**. Nimewo TTY pou moun ki pa tande byen yo se **1-855-349-6281 (DSHP)** oswa **1-855-362-5769 (DSHP-Plus)**. Pou sèvis famasi, rele nan **1-877-759-6257 (DSHP)** oswa **1-855-294-7048 (DSHP-Plus)**. Pou pale ak yon enfimyè 24 è sou 24, 7 jou sou 7, rele nan **1-844-897-5021**.

Gujarati: તમે આ માહિતી અન્ય ભાષાઓ અને સ્વરૂપો જેમ કે વિશાળ છપાઈ, બ્રેઈલ અને ઓડિયોમાં તમને કોઈ ખર્ચ થયા વગર મેળવી શકો છો. તમે આનું બીજી કોઈ ભાષામાં ફોન પર અર્થઘટન પણ કરાવી શકો છો. ભાષા સેવાઓ કે અન્ય સ્વરૂપોની માગણી કરવા, મેમ્બર સર્વિસીસને દિવસના 24 કલાક, અઠવાડિયામાં 7 દિવસ **1-844-211-0966 (DSHP)** અથવા **1-855-777-6617 (DSHP-Plus)** નંબર પર ફોન કરો. TTY માટે, **1-855-349-6281 (DSHP)** અથવા **1-855-362-5769 (DSHP-Plus)** નંબર પર ફોન કરો. ફાર્મસી સેવાઓ માટે, **1-877-759-6257 (DSHP)** અથવા **1-855-294-7048 (DSHP-Plus)** નંબર પર ફોન કરો. કોઈ નર્સ સાથે 24/7 વાતચીત કરવા, **1-844-897-5021** નંબર પર ફોન કરો.

French: Vous pouvez recevoir ces informations dans d'autres langues ou dans d'autres formats, par exemple en gros caractères, en Braille ou au format audio. Vous pouvez également vous faire interpréter ces informations par voie téléphonique dans n'importe quelle langue. Pour demander des services linguistiques ou d'autres formats, appelez l'équipe Services aux membres, qui est disponible 24 heures sur 24, 7 jours sur 7, au **1-844-211-0966 (DSHP)** ou **1-855-777-6617 (DSHP-Plus)**. Les utilisateurs du service TTY peuvent composer le **1-855-349-6281 (DSHP)** ou **1-855-362-5769 (DSHP-Plus)**. Pour les services de pharmacie, composez le **1-877-759-6257 (DSHP)** ou **1-855-294-7048 (DSHP-Plus)**. Pour contacter notre service d'infirmiers, qui est disponible 24 heures sur 24, 7 jours sur 7, composez le **1-844-897-5021**.

Korean: 이 정보를 타 언어 또는 확대 문자나 점자, 음성 자료와 같은 타 형태로도 무료로 제공받을 수 있습니다. 또한 이 정보를 어떠한 언어로도 전화상으로 통역 서비스를 통해 전달받을 수 있습니다. 언어 서비스나 타 자료 형태를 요청하려면 주 7일 24시간 언제든지 회원 서비스 **1-844-211-0966(DSHP)** 또는 **1-855-777-6617 (DSHP-Plus)**번으로 연락하시기 바랍니다. TTY 사용자는 **1-855-349-6281(DSHP)** 또는 **1-855-362-5769(DSHP-Plus)**번으로 연락하십시오. 약국 서비스는 **1-877-759-6257(DSHP)** 또는 **1-855-294-7048(DSHP-Plus)**번으로 연락하십시오. 주 7일 24시간 언제든지 간호사와 상담하려면 **1-844-897-5021**번으로 연락하십시오.

Italian: Queste informazioni sono disponibili gratuitamente in altre lingue e formati, ad esempio in caratteri grandi, Braille e audio. È possibile anche farle tradurre in qualsiasi lingua tramite un servizio di interpretariato telefonico. Per richiedere servizi linguistici o altri formati, chiamare Member Services 24 ore al giorno, 7 giorni alla settimana al numero **1-844-211-0966 (DSHP)** o **1-855-777-6617 (DSHP-Plus)**. Per TTY, chiamare **1-855-349-6281 (DSHP)** o **1-855-362-5769 (DSHP-Plus)**. Per i servizi di farmacia, chiamare **1-877-759-6257 (DSHP)** o **1-855-294-7048 (DSHP-Plus)**. Per parlare con un infermiere 24 ore su 24, 7 giorni su 7, chiamare **1-844-897-5021**.

Vietnamese: Quý vị có thể nhận thông tin này bằng các định dạng và ngôn ngữ khác như bản in khổ lớn, chữ nổi Braille, và bản âm thanh miễn phí. Quý vị cũng có thể nghe diễn giải thông tin này qua điện thoại bằng bất cứ ngôn ngữ nào. Để yêu cầu các dịch vụ ngôn ngữ hoặc các định dạng khác, hãy gọi Ban Dịch Vụ Hội Viên 24 giờ trong ngày, 7 ngày một tuần theo số **1-844-211-0966 (DSHP)** hoặc **1-855-777-6617 (DSHP-Plus)**. Người dùng TTY xin gọi số **1-855-349-6281 (DSHP)** hoặc **1-855-362-5769 (DSHP-Plus)**. Đối với các dịch vụ dược phẩm, xin gọi số **1-877-759-6257 (DSHP)** hoặc **1-855-294-7048 (DSHP-Plus)**. Để trao đổi với y tá 24/7, xin gọi số **1-844-897-5021**.

German: Diese Informationen stehen Ihnen auch in anderen Sprachen und Formaten, wie Großschrift, Braille und Audio, kostenlos zur Verfügung. Sie können sich diese Informationen auch über das Telefon in jede beliebige Sprache von einem Dolmetscher übersetzen lassen. Um auf diese Sprachdienstleistungen oder andere Formate zuzugreifen, kontaktieren Sie bitte Member Services unter **1-844-211-0966 (DSHP)** oder **1-855-777-6617 (DSHP-Plus)**; dieser Service wird rund um die Uhr, 7 Tage die Woche angeboten. Wählen Sie **1-855-349-6281 (DSHP)** oder **1-855-362-5769 (DSHP-Plus)** bzgl. TTY. Unter **1-877-759-6257 (DSHP)** oder **1-855-294-7048 (DSHP-Plus)** erreichen Sie den Apothekenservice. Unter **1-844-897-5021** erreichen Sie rund um die Uhr eine Krankenschwester.

Tagalog: Maaari mong makuha ang impormasyong ito sa iba pang mga wika at format gaya ng malaking print, Braille, at audio nang walang sisingilin sa iyo. Maaari mo rin itong ipa-interpret sa telepono sa anumang wika. Upang humiling ng mga serbisyo sa wika o iba pang mga format, tumawag sa Mga Serbisyo sa Miyembro, 24 na oras sa isang araw, 7 araw sa isang linggo sa **1-844-211-0966 (DSHP)** o **1-855-777-6617 (DSHP-Plus)**. Para sa TTY, tumawag sa **1-855-349-6281 (DSHP)** o **1-855-362-5769 (DSHP-Plus)**. Para sa mga serbisyo ng parmasya, tumawag sa **1-877-759-6257 (DSHP)** o **1-855-294-7048 (DSHP-Plus)**. Upang makipag-usap sa isang nurse nang 24/7, tumawag sa **1-844-897-5021**.

Hindi: यह जानकारी आपको अन्य भाषाओं एवं बड़े अक्षरों, ब्रेल, और ऑडियो जैसे प्रारूपों में निःशुल्क प्राप्त हो सकती है। आप फोन पर इसका किसी भी भाषा में अनुवाद भी करवा सकते हैं। भाषा सेवाओं या अन्य प्रारूपों का अनुरोध करने के लिए, सदस्य सेवाओं को **1-844-211-0966 (DSHP)** या **1-855-777-6617 (DSHP-Plus)** पर कॉल करें, दिन में 24 घंटे, साप्ताह के 7 दिन। TTY के लिए **1-855-349-6281 (DSHP)** या **1-855-362-5769 (DSHP-Plus)** पर कॉल करें। फार्मसी सेवाओं के लिए **1-877-759-6257 (DSHP)** या **1-855-294-7048 (DSHP-Plus)** पर कॉल करें। नर्स से 24/7 बात करने के लिए **1-844-897-5021** पर कॉल करें।

Urdu:

یہ معلومات آپ کو دیگر زبانوں اور بڑے حروف، بریل، اور آڈیو جیسے شکلیں میں مفت حاصل ہو سکتی ہے۔ آپ فون پر اس کا کسی بھی زبان میں ترجمہ بھی کروا سکتے ہیں۔ زبان کی خدمات یا دیگر شکلوں کے لئے درخواست کرنے کے لئے، رکن خدمات کو **1-855-777-6617 (DSHP-Plus)** یا **1-844-211-0966 (DSHP)** پر کال کریں۔ دن میں 24 گھنٹے، ہفتے کے 7 دن۔ TTY کے لئے **1-855-362-5769 (DSHP-Plus)** یا **1-855-349-6281 (DSHP)** پر کال کریں۔ فارمیسی خدمات کے لئے **1-877-759-6257 (DSHP)** یا **1-855-294-7048 (DSHP-Plus)** پر کال کریں۔ نرس سے 24/7 بات کرنے کے لئے **1-844-897-5021** پر کال کریں۔

Arabic:

يمكنك الحصول على هذه المعلومات بلغات وصيغ أخرى، مثل مطبوعة كبيرة، أو بطريقة برايل أو بصيغة صوتية، بدون تكلفة عليك. كما يمكنك الحصول عليها مترجمة عبر الهاتف بأي لغة. لطلب الخدمات اللغوية أو الصيغ الأخرى، اتصل بخدمات الأعضاء على مدار 24 ساعة في اليوم، 7 أيام في الأسبوع على الرقم **1-844-211-0966 (DSHP)** أو **1-855-777-6617 (DSHP-Plus)**. رقم الهاتف النصي **1-855-362-5769 (DSHP-Plus)** أو **1-855-349-6281 (DSHP)** لخدمات الصيدلية اتصل بالرقم **1-877-759-6257 (DSHP)** أو **1-855-294-7048 (DSHP-Plus)** للتحدث مع ممرضة على مدار 24 ساعة في اليوم، 7 أيام في الأسبوع، اتصل بالرقم **1-844-897-5021**.

Telugu: మీరు ఈ సమాచారాన్ని ఇతర భాషలు మరియు పెద్ద ప్రింట్, బ్రైల్ మరియు ఆడియో లాంటి ఇతర ఫార్మాట్లలో మీకు ఎలాంటి ఖర్చు లేకుండా పొందగలరు. మీరు దీనిని ఏ భాషలోకి అయినా అనువదించబడి ఫోనులో కూడా పొందగలరు. భాషా సేవలు లేక ఇతర ఫార్మాట్ల కోసం, రోజుకు 24 గంటలు, వారానికి 7 రోజులు **1-844-211-0966 (DSHP)** లేదా **1-855-777-6617 (DSHP-Plus)** కు కాల్ చేయండి. టిటిఎ కోసం, **1-855-349-6281 (DSHP)** లేదా **1-855-362-5769 (DSHP-Plus)** కు కాల్ చేయండి. ఫార్మసీ సేవల కోసం **1-877-759-6257 (DSHP)** లేదా **1-855-294-7048 (DSHP-Plus)** కు కాల్ చేయండి. 24/7 నర్సుతో మాట్లాడటానికి, **1-844-897-5021** కు కాల్ చేయండి.



Dutch: Deze informatie is beschikbaar in andere talen en formaten, zoals in grote letters, braille en audio, zonder extra kosten voor u. De informatie kan ook telefonisch door een tolk voor u worden vertaald in elke gewenste taal. Voor verzoeken over vertaaldiensten of andere formaten kunt u de Ledenservice bellen op **1-844-211-0966 (DSHP)** of **1-855-777-6617 (DSHP-Plus)**, 24 uur per dag en 7 dagen per week. Voor telex belt u **1-855-349-6281 (DSHP)** of **1-855-362-5769 (DSHP-Plus)**. Voor apotheekdiensten belt u **1-877-759-6257 (DSHP)** of **1-855-294-7048 (DSHP-Plus)**. Als u met een verpleegkundige wilt spreken, 24 uur per dag, 7 dagen per week, belt u **1-844-897-5021**.