

 <div>eoocco EASTERN OREGON COORDINATED CARE ORGANIZATION</div>		Policy & Procedure			
Company:	EOCCO	Department Name:	Medicaid Services		
Subject:	Advance Directive				
P & P Original Effective Date:	09/01/2021	P&P Origination Date:	n/a	P & P Published Date:	07/2020
Division:	Medicaid				

What is an Advance Directive?

An Advance Directive is a form you can use to tell your doctors, family members or representative about the care you want to get. The form allows you the right to deny or accept medical treatment or surgeries and the right to make decisions about your medical care. You can also name a person to make your health care decisions if you can't make them yourself.

EOCCO Procedures

A. EOCCO and providers in the network have steps in place for education and training about Advance Directives

- a. EOCCO shares Advance Directive information to in network providers in an annual training
 - i. This information includes what the provider needs to do for Advance Directives. These rules are outlined in their contracts with EOCCO.
- b. EOCCO delivers Advance Directive trainings to members and the community a few times a year. This training includes:
 - i. How to talk with loved ones about your wishes
 - ii. How to choose a person to make healthcare decisions for you if you can't

B. Documentation of Advance Directive

- a. Physical and Behavioral Health providers need to include a member's Advance Directive (if they have one) in the member's clinic health record.

C. EOCCO and network providers will help members with accessing, understanding and completing an Advance Directive.

D. EOCCO and network providers will provide information about Advance Directives through the various methods:

- a. Member Handbook
- b. EOCCO.com
- c. Provider Offices
- d. Area Hospitals
- e. Case Managers

E. Information that will be given to members will include:

- a. The member's rights under Oregon law. This includes the right to accept or decline behavioral health, medical or surgical treatment and the right to fill out an Advance Directive
- b. Notification that the member is free to use those rights listed above and that a member's decision will not affect their care or treatment
- c. Notification of changes in Oregon law regarding Advance Directives no later than 90 days after the change
- d. If a member is in poor health and cannot make their own decision when they join EOCCO, EOCCO or the member's provider may give information to the member's family in agreement with State law. If a member's condition improves and they can get this information, this information will be given directly to the member at that time.

F. Members or their representative may make a complaint to the Oregon Health Authority if your provider does not do what you ask in your advance directive:

Oregon Health Authority Ombudsman

500 Summer Street NE, E17

Salem, OR 97310

Telephone: 1-800-442-5238 TTY: 503-945-6214

Or members or their representatives can make a complaint to the Health Licensing Office if your provider does not do what you ask in your advance directive.

Health Licensing Office

503-370-9216 (TTY users, please call 711)

Hours: Monday through Friday, 8 a.m. to 5 p.m. PT

Mail a complaint to:

1430 Tandem Ave NE, Suite 180

Salem, OR 97301

Email: hlo.info@odhsoha.oregon.gov

Online: <https://www.oregon.gov/oha/PH/HLO/Pages/File-Complaint.aspx>

G. EOCCO will honor any choices you have listed in your completed and signed Advance Directive:

- a. EOCCO does not limit services based on moral or religious objections
- b. Due to your provider's moral or religious beliefs, they may not want to follow your Advance Directive EOCCO can help you find a provider that meets your needs. If you have a case manager, you or your representative can contact them. You or your representative can also contact EOCCO Customer Service.
 - i. If a provider does not want to implement your Advance Directive because of moral or religious beliefs, they must make it clear to you when their beliefs would result in your Advance Directive not being followed
 - ii. They must also make it clear to EOCCO and the member on the range of medical conditions or procedures that would be affected by their beliefs.

H. Additional Help

- a. EOCCO members, their families or representative can contact EOCCO Customer Services if there are any questions or need more information

I. Monitoring

- a. EOCCO makes sure that Providers are following Advance Directive rules by reviewing member complaints, clinical record documents given to EOCCO on request, and Provider policies and procedures.
- b. If EOCCO gets two member complaints within a six-month period about a provider's quality of care, patient safety, physical access, or medical record keeping, EOCCO will do a site review. EOCCO will do the site review within 60 days of getting the second complaint.
- c. The site review includes a question about Advance Directives.

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Puede obtener este documento en otros idiomas, en letra grande, braille o en un formato que usted prefiera. También puede recibir los servicios de un intérprete. Esta ayuda es gratuita. Llame al servicio de atención al cliente 1-888-788-9821 o TTY 711. Aceptamos todas las llamadas de retransmisión.

Eastern Oregon Coordinated Care Organization must follow state and federal civil rights laws. We cannot treat people unfairly in any of our services or programs because of a person's age, color, disability, gender identity, marital status, national origin, race, religion, sex, sexual orientation, or health status. ATENCIÓN: Si habla español, hay disponibles servicios de ayuda con el idioma sin costo alguno para usted. Llame al 1-888-788-9821 (TTY: 711).注意：如果您說中文，可得到免費語言幫助服務。請致電 1-877-605-3229 (聾啞人專用：711)