

Your Right to Respectful and Nondiscriminatory Treatment

Every person who receives service coordination from Patient Care Coordination, Inc. (PCC) has the right to be treated with dignity, courtesy and respect, and to receive services free from discrimination. This right applies to participants in Community HealthChoices (CHC), the OBRA Waiver and the Act 150 Program.

What this right means for you

- You will be treated with respect, consideration and dignity, and your privacy will be respected. ^{[1][2]}
- PCC does not discriminate, exclude people or treat them differently because of race, color, national origin (including limited English proficiency), religion, ancestry, age, sex (including sex characteristics, pregnancy, sexual orientation and gender identity, as protected by applicable law), disability, or any other status protected by federal or Pennsylvania law. ^{[3][4][5][6][7][8]}
- You have the right to be free from abuse, neglect, exploitation, coercion and any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation. ^{[1][2][9]}
- You have the right to make your own choices, to be supported to live as independently as possible, and to have your culture, values and preferences respected. ^{[2][10]}

What PCC does to protect this right

- Trains all staff on participant rights, cultural competency, disability awareness and abuse prevention before they work with participants and every year after. ^{[11][12]}
- Provides free reasonable accommodations and auxiliary aids so that people with disabilities can take part fully in our services. ^{[4][6]}
- Reviews and responds to any report of disrespectful or discriminatory treatment, and reports suspected abuse, neglect or exploitation as required by law. ^{[9][13]}

If you feel you were treated unfairly

You may tell your Service Coordinator, their Team Manager, or PCC leadership at 215-725-7200. You may also file a discrimination complaint directly with any of the agencies listed below. You will not be retaliated against for raising a concern or filing a complaint. ^{[1][3][4]}

Who to contact

Patient Care Coordination, Inc. (PCC)	475 N. 5th Street, Suite 2A, Philadelphia, PA 19123
Phone	215-725-7200 (Mon–Fri, 9:00 a.m.–5:00 p.m.) · After hours: 215-725-7200, Option 9
TTY / Relay	711 (PA Relay) · Fax: 215-725-7201 · www.patientcarecoordination.com
PA Health & Wellness Participant Services (CHC)	1-844-626-6813 (TTY 711)
OLTL Participant Helpline (CHC, OBRA Waiver, Act 150)	1-800-757-5042
PA DHS Bureau of Equal Opportunity	717-787-1127 (TTY/PA Relay 711) · RA-PWBEOAO@pa.gov · Room 223, Health and Welfare Building, P.O. Box 2675, Harrisburg, PA 17105-2675
U.S. HHS Office for Civil Rights	1-800-368-1019 (TDD 1-800-537-7697) · OCRMail@hhs.gov · ocrportal.hhs.gov

Sources and citations

Numbers in brackets in the text refer to the authorities below. This document summarizes participant rights and is not legal advice; the governing regulations, agreements and notices control. Program-specific timeframes are stated on written notices and in the Participant Handbook.

- [1] 42 C.F.R. § 438.100 — Enrollee rights (Medicaid managed care), incl. § 438.100(b)(2) (respect, dignity, privacy; participation in decisions) and § 438.100(c) (free exercise of rights without adverse treatment); § 438.100(d) (compliance with Title VI, the Age Discrimination Act, Section 504, the ADA and Section 1557).
- [2] 42 C.F.R. § 441.301(c) — Home and community-based services: person-centered planning process (c)(1), person-centered service plan (c)(2), review of the plan (c)(3), and HCBS settings requirements including privacy, dignity, respect and freedom from coercion (c)(4).
- [3] Section 1557 of the Patient Protection and Affordable Care Act, 42 U.S.C. § 18116; implementing regulations at 45 C.F.R. Part 92.
- [4] Section 504 of the Rehabilitation Act of 1973, 29 U.S.C. § 794; 45 C.F.R. Part 84.
- [5] Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000d et seq.; 45 C.F.R. Part 80, incl. § 80.7(e) (intimidatory or retaliatory acts prohibited).
- [6] Americans with Disabilities Act of 1990, 42 U.S.C. § 12101 et seq., incl. § 12203 (prohibition against retaliation and coercion).
- [7] Age Discrimination Act of 1975, 42 U.S.C. § 6101 et seq.
- [8] Pennsylvania Human Relations Act, 43 P.S. §§ 951–963.
- [9] 55 Pa. Code § 52.16 — Abuse.
- [10] Community HealthChoices Agreement between the Pennsylvania Department of Human Services and the CHC-MCOs (effective January 1, 2026), Exhibit L — Participant Rights and Responsibilities.
- [11] 55 Pa. Code § 52.21 — Staff training.
- [12] National Committee for Quality Assurance (NCQA), Accreditation of Case Management for Long-Term Services and Supports — Standards and Guidelines: Rights and Responsibilities (individuals' rights, expectations of individuals, handling and resolving complaints).
- [13] 55 Pa. Code § 52.17 — Critical incident and risk management.