

is expected to provide an interpreter. Large print texts of the facility's statement of resident rights and responsibilities should also be available.

As part of determining Medicaid eligibility, at the time of admission, a married couple has the right to request and have the appropriate State agency assess the couple's resources.

During interviews with residents, their representatives and facility staff determine:

- When and how information regarding rights and services are communicated; and
- If this information was provided in a language and format the resident or representative understood.

### **KEY ELEMENTS OF NONCOMPLIANCE §483.10(g)(4)**

To cite deficient practice at F574, the surveyor's investigation will generally show that the facility failed to do one or more of the following:

- Support the resident's right to receive notices orally and in writing in a format he or she understands; **or**
- Provide a written description of the resident's legal rights, including:
  - How a resident's personal funds are protected; **or**
  - The requirements and procedures for establishing Medicaid eligibility, including the right to request an assessment of resources; **or**
  - A list of names, mailing and email addresses, and telephone numbers of all pertinent State regulatory and informational agencies and advocacy groups; **or**
  - Informing the resident of their right to file a complaint with the State survey and certification agency; **or**
- Provide information and contact information for:
  - State and local advocacy organizations; **or**
  - The Aging and Disability Resource Center or other No Wrong Door Program; **or**
- Inform the resident of Medicare and Medicaid eligibility and coverage; **or**
- Provide contact information for the Medicaid Fraud Control Unit; **or**
- Provide information and contact information for filing grievances or complaints concerning any suspected violation of State or Federal nursing facility regulations.

### **F575**

**(Rev. 173, Issued: 11-22-17, Effective: 11-28-17, Implementation: 11-28-17)**

**§483.10(g)(5) The facility must post, in a form and manner accessible and understandable to residents, resident representatives:**

- (i) A list of names, addresses (mailing and email), and telephone numbers of all pertinent State agencies and advocacy groups, such as the State Survey Agency, the State licensure office, adult protective services where state law provides for jurisdiction in long-term care facilities, the Office of the State Long-Term Care Ombudsman program, the protection and advocacy network, home and community based service programs, and the Medicaid Fraud Control Unit; and**
- (ii) A statement that the resident may file a complaint with the State Survey Agency concerning any suspected violation of state or federal nursing facility regulation, including but not limited to resident abuse, neglect, exploitation, misappropriation**