

Nursing Home Residents' Rights

Your Right to be Informed of Charges

When you live in a nursing home, you have the right to be told about the cost of room, board, care, and any other services that you may receive. Nursing homes usually charge a daily rate.

Specifically, the nursing home will inform you about:

- ▼ What Medi-Cal will pay for if you are eligible.
- ▼ What Medi-Cal will not pay for, and the cost of those items or services.
- ▼ What care and services are included in the daily rate.
- ▼ What other services are available and what the charges are for these other services or items.
- ▼ Applying for Medicare and/or Medi-Cal benefits. If you are married and your spouse is at home, the nursing home must give you written information about standards for Medi-Cal eligibility.
- ▼ Using Medicare and/or Medi-Cal benefits.



- ▼ Any charges made for the items and services available in your nursing home and their new charges. This includes items and services in your daily rate and those that are available at an additional charge.
- ▼ The nursing home must give a 30-day notice prior to raising your daily room rate or charges for other services.
- ▼ The limitation which prevents the nursing home from charging you for items or services for which payment is made under Medicare or Medi-Cal.
- ▼ Your right not to be charged for an item or service you did not request. The nursing home should tell you the cost of an item or service when you request it.

For additional information, you may discuss your rights with the staff in your nursing home, or contact the Department of Health Services, Licensing and Certification District Office, or the Ombudsman Program in your county. The telephone numbers for both agencies are posted in your nursing home.

Licensing and Certification District Offices:



Alameda	(866) 247-9100	Riverside	(888) 354-9203
Bakersfield	(866) 222-1903	Sacramento	(800) 554-0354
Chico	(800) 554-0350	San Bernardino	(800) 344-2896
Contra Costa	(800) 554-0352	San Diego North	(800) 824-0613
Daly City	(800) 554-0353	San Diego South	(866) 706-0759
Fresno	(800) 554-0351	San Jose	(800) 554-0348
Los Angeles	(800) 228-1019	Santa Rosa	(800) 554-0349
Orange	(800) 228-5234	Ventura	(800) 547-8267
Redwood Coast	(866) 784-0703		