

**Description of Methods of Administration to Assure  
Compliance with the Requirements of  
Title VI of the Civil Rights Act of 1964**

Office of Medicaid Policy and Planning Obligations

- Provide each program applicant with a written statement of rights via pamphlet or on the application form.
- Inform providers that civil rights violations may lead to decertification via a statement in the provider agreement.
- Advise all contractors of obligation to ensure non-discriminatory practices via a clause in the contract.
- Advise all employees of their civil rights and complaint procedures via posters, bulletins and handbooks distributed by Family & Social Services Administration Human Resources.
- Make available for public review this description of the agency's methods of administration to assure compliance with Section 504 requirements.
- Ensure investigation of complaints against providers by either the Indiana Civil Rights Commission or the United States Department of Health and Human Services, Office for Civil Rights.
- Provide, via the PAS Coordinator, a summary of patient rights and complaint procedures at the time of Pre-Admission Screening (PAS).
- Inform Long Term Care Facility patients and applicants that intake, admission, patient evaluation and treatment must be non-discriminatory via statements contained in application forms and in materials distributed/posted by Pre-Admission Screening Coordinators and LTC providers.
- Notify Medicaid recipients of their rights and complaint procedures annually.

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Medicaid MMIS Contractor Obligations

- Distribute Medicaid Provider Manuals containing an explanation of providers' obligations to ensure non-discriminatory delivery of Medicaid-covered services.
- Notify service providers, via periodic bulletins, of their obligation to assure non-discriminatory provision of Medicaid services to individuals with AIDS or HIV.
- When distributing Medicaid Provider Manuals, supply providers with copies of pamphlets and fact sheets provided by the U.S. Office for Civil Rights.

State Department of Health Obligations

- Each time a nursing facility certification survey is conducted, the surveyor will:
  - Ask the facility administrator to complete and sign Civil Rights Form #28348 ("Nursing Home On-site Review Report")
  - Review the completed form and check for the proper posting of the open admissions policy
  - During the course of the survey, observe the residents and staff to assure non-discriminatory policies are followed
  - Include the Civil Rights Survey Form with the facility's certification and transmittal packet.

Long Term Care Provider Obligations

- Notify the Office of Medicaid Policy and Planning of civil rights complaints or lawsuits filed against the provider.
- Cooperate with inspections or investigations of civil rights violations.
- Sign a Medicaid Provider agreement indicating that civil rights violations may result in revocation of provider status.
- Complete Civil Rights Survey Form #28348 as required by surveyor conducting certification survey.
- Include open admissions policy on marketing materials; maintain written policies regarding the protection of patients' civil rights; and display the Office for Civil Rights' "Fact Sheet" supplied by the Medicaid agency.

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