

# Client Bill of Rights

## Kemper Services, Inc.

As a client receiving services from Kemper Services, Inc. you and your family members are being informed of the following rights before care is initiated. Each client receiving services from Kemper Services, Inc. shall receive a copy of this Client Bill of Rights affirming their right to:

1. A listing of the services offered by the program and information on the specific services that will be provided to me.
2. The name of the person supervising my care and the manner in which that supervisory person can be contacted.
3. A description of the process for submitting and addressing complaints.
4. Understand the complaints can be submitted to the agency without fear of retaliation and the expectation the agency will address the complaint.
5. A statement advising me, or my designated family member, of the right to ongoing participation in the development of the plan of care for my services.
6. A statement that the family or designated family representative is entitled to information regarding access to the Department of Health's Registry of Providers and to select any licensed provider to provide my care, subject to my reimbursement mechanism or other relevant contractual obligations.
7. Be treated with courtesy, respect, privacy, and freedom from abuse and discrimination.
8. Have property treated with respect.
9. Refuse treatment or services.
10. Have privacy of personal information and confidentiality of health care records.
11. Have properly trained staff and coordinated services.
12. Upon request, have KSI; provide me, or my representative, with a fully itemized billing statement at least monthly, including the date of each service and the charge. (Licensed providers providing services through a managed care plan shall not be required to provide itemized billing statements).
13. To be informed of the availability of the Washington State toll free hot-line number for registering complaints (1-800-633-6828) should the agency be unable to adequately address your complaint, and its hours of operation which are, Monday through Friday 8:00 AM to 4:00 PM.
14. Be informed about Advanced Directives and the agency's responsibility to implement them.

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Sign

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Date