



FAMILY CAREGIVER EDUCATION SERIES

Navigating the Healthcare Environment/ Becoming an Advocate for Your Loved One

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This resource list contains active links to websites mentioned in the webinar. Just click on the underlined item. Some browsers require that the document be downloaded or saved to the desktop for the links to be active.

ADVOCACY & ELDER RIGHTS

[CANHR – California Advocates for Nursing Home Reform](#)

[Online Complaint Form](#) or call 1-800-474-1116 (Questions or complaints about all issues involving elders)

Community Care Licensing (CA Department of Social Services)

[Online Complaint Form](#) or call 1-844-538-8766 (Complaints about facilities that serve older adults and children)

[Health Insurance Counseling and Advocacy Program](#) (Alameda County)

Assists Medicare beneficiaries make informed choices and provides advocacy when their health care benefits and rights are threatened or denied.

For other counties, Google HICAP + county; for other states, Google SHIP + county and state.

[HIPAA for Individuals](#)

[How to Be an Effective Advocate for Aging Parents](#) (AARP article)

[Livanta – Beneficiary and Family Centered Care Quality Improvement Organization](#)

Medical case review and appealing Medicare discharge 1-877-588-1123

Medicare/CMS Reporting (US Department of Health and Human Services-Office of Inspector General)

[Online Complaint Form](#) or call 1-800-447-8477

(For complaints involving healthcare fraud; quality of care issues – healthcare facilities and agencies; medical identity theft; etc.)

[Medicare Rights Center](#)

[Self-Advocacy Approaches for Residents and Family Members](#) – Residential Care Facilities for the Elderly

HOSPITAL DISCHARGE

[Appealing a Hospital Discharge – Medicare Guidelines](#)

[Challenging Hospital Discharge Decisions](#)

[Discharge Planning Checklist – Medicare](#)

[Hospital Discharge Planning: A Guide for Families and Caregivers](#)

ORGANIZING and MANAGING HEALTH INFORMATION

[CareZone](#)

[Caring Village](#)

[GooPatient](#)

[Next Step in Care](#) (excellent downloadable checklists and fillable forms)

[Personal Health Records and Patient Portals](#) (AARP article)

MEDICARE

[Medicare Beneficiary Notices Initiative](#)

Explanations and links to forms related to your rights and protections (financial and appeals).

[Medicare – Care Compare](#) (excellent tool for comparing and evaluating hospitals, doctors and clinicians, nursing homes, home health agencies, dialysis facilities, and hospice agencies)

[Medicare Fact Sheets and Booklets](#) (downloadable resources – including *2022 Medicare and You Booklet*)

[Medicare Home Health Coverage: Jimmo v. Sebelius](#)

[Medicare Outpatient Observation Notice \(MOON\)](#)

[Medicare Rights, Discharge, and Appeals Forms](#) (including instructions)

[Self-Help Materials for Medicare Appeals](#) (Center for Medicare Advocacy)

MISCELLANEOUS

[C.A.R.E. Act](#) (Caregiver Advise, Record, Enable)

[C.A.R.E. Act Wallet Cards](#) – downloadable cards and info for each state

[Dementia: 5 Tips for Collaborating with Healthcare Professionals During Your Dementia Journey](#)
- Teepa Snow

[Medi-Cal Information](#) – California Department of Health Care Services
(Note: Medi-Cal is California's version of Medicaid.)

[National Institute on Aging](#) (National Institutes of Health)

[National Long-term Care Ombudsman Resource Center](#)

[Talking with Your Doctor: A Guide for Older People](#) (this is the link to the digital file; a hard copy is also available to order on the NIH/NIA publications site)