

# ACCEPTANCE TO SERVICE REPORTING



## INTRODUCTION

As part of the Medicare/Medicaid Program, HarmonyCares Home Health must follow all rules, which include federal, state and local laws, and standards set by our accrediting organization CHAP.

This report has been made to give clear information so that future patients and those referring patients can pick the right agency based on their care needs. This helps avoid delays that could lead to extra hospital visits. The report also meets the Medicare rule for accepting patients for service.

## NOTICE OF NON-DISCRIMINATION

HarmonyCares service locations comply with civil rights laws and do not exclude, deny benefits to, or otherwise discriminate or permit discrimination, including but not limited to bullying, abuse or harassment against any person (i.e. patients, companions, and employees) or based on any individual's association with another individual, based on actual or perceived race, color, religion, national origin (including people whose primary language is not English), gender, gender expression, gender identity, sex stereotypes, sexual orientation, sex characteristics (including intersex traits), health status (including HIV status), age, disability, marital status, pregnancy or related conditions, ancestry, genetic information, amnesty, veteran status, cost of treatment, participation in benefit plans, or payment source. This prohibition applies to admission to, participation in, or receipt of the services and benefits under any of our programs and activities carried out by any service location directly, or through a contractor or any other entity with which the location arranges to carry out its programs or activities.

HarmonyCares provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, braille, or other formats).

HarmonyCares provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, or believe that a HarmonyCares service location has failed to provide these services or has engaged in discrimination, you can file a grievance or with the Section 1557 Civil Rights Coordinator by calling 1-800-609-9783, or by emailing [speakup@harmonycares.com](mailto:speakup@harmonycares.com). If you need help filing a grievance or want to obtain our full grievance procedure, the Section 1557 Civil Rights Coordinator is available to help you.

This Notice of Non-Discrimination is also available at <https://harmonycares.com/> in the Patient Rights section at the bottom of our website. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW

Room 509F, HHH Building  
 Washington, D.C. 20201  
 1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at  
<https://www.hhs.gov/ocr/complaints/index.html>.

## CURRENT LIMITATIONS TO SERVICES

**\*\*Please note, the “X” below indicates that the specific service is currently available\*\***

Michigan Locations						
Office	Skilled Nurse	Home Health Aide	Physical Therapy	Occupational Therapy	Speech Therapy	Medical Social Worker
HarmonyCares Home Health Bay City	X	X	X	X		X
HarmonyCares Home Health Grand Rapids	X		X	X		X
HarmonyCares Home Health Lansing	X	X	X	X	X	X
HarmonyCares Home Health Troy	X	X	X	X	X	X

Ohio Locations						
Office	Skilled Nurse	Home Health Aide	Physical Therapy	Occupational Therapy	Speech Therapy	Medical Social Worker
HarmonyCares Home Health Cincinnati	X	X	X	X	X	X
HarmonyCares Home Health Cleveland	X	X	X		X	X

Missouri Location						
Office	Skilled Nurse	Home Health Aide	Physical Therapy	Occupational Therapy	Speech Therapy	Medical Social Worker
HarmonyCares Home Health St Louis	X	X	X	X	X	X

Florida Location						
Office	Skilled Nurse	Home Health Aide	Physical Therapy	Occupational Therapy	Speech Therapy	Medical Social Worker
HarmonyCares Home Health Jacksonville	X	X	X	X		

Wisconsin Location						
Office	Skilled Nurse	Home Health Aide	Physical Therapy	Occupational Therapy	Speech Therapy	Medical Social Worker
HarmonyCares Home Health Milwaukee	X	X	X	X		X

<b>Texas Locations</b>						
Office	Skilled Nurse	Home Health Aide	Physical Therapy	Occupational Therapy	Speech Therapy	Medical Social Worker
HarmonyCares Home Health Austin	X	X	X	X	X	X
HarmonyCares Home Health Dallas	X	X	X	X	X	X
HarmonyCares Home Health Houston	X	X	X	X	X	X
HarmonyCares Home Health San Antonio	X	X	X	X	X	X