

Supplemental Disclosures – Elizabeth Seton Children’s Center

Our Medicaid daily rate is \$1866.40
Our Medicaid Managed Care Rate is \$1966.00
Our private pay daily rate is \$1966.00

Making a Complaint

The New York State Department of Health (NYSDOH) is the state agency responsible for investigating complaints and incidents for nursing homes. A complaint against a nursing home should be submitted in writing and the complaint form is available online at: <https://www.health.ny.gov/facilities/nursing/complaints.htm>

If you are unable to submit your complaint by using the Nursing Home Complaint Form, then you may contact the Nursing Home Complaint hotline at (888) 201-4563, which can be called 24 hours per day, seven days per week. The NYSDOH Office of Long Term Care can be reached via email at nhintake@health.state.ny.us or via mail at: 875 Central Avenue, Albany, NY 12206.

If you require assistance, you may contact either:

Center for the Independence of Disabled New York Long Term Care Ombudsman Program
841 Broadway, Suite 301
New York, NY 10003
Phone: (212) 812-2901
Fax: (212) 254-5953
Email: info@cidny.org

Residents who are mentally ill, or who may have developmental disabilities, may seek assistance from:

New York State Justice Center for the Protection of People with Special Needs
161 Delaware Ave
Delmar, NY 12054
Phone: (855) 373-2122
Relay Service: 7-1-1 and give the operator (518) 549-0200

Reports of suspected Medicaid Fraud can be submitted to the New York State Medicaid Fraud Control Unit online at: <https://ag.ny.gov/comments-mfcu>
The Unit may also be contacted at (800) 771-7755 or via mail at: New York City Regional Office, 28 Liberty Street, 15th Floor, New York, NY 10005.

Quality and Inspection Information

Both the NYSDOH and the Centers for Medicare and Medicaid Services (CMS) maintain information on nursing homes that includes performance on quality measures, complaints, inspection results, and citations and enforcement actions, as well as any penalties imposed on a nursing home. CMS has created a tool called Care Compare to help consumers search for and select nursing homes and other health care providers.

According to CMS, the information it maintains on nursing homes should be used with other information you gather about providers and facilities in your area. In addition to reviewing the Care Compare information, you should talk to your doctor, social worker, or other health care providers when choosing a provider. Additional tips for selecting a nursing home can be found in CMS's guide to selecting a nursing home:

<https://www.medicare.gov/care-compare/en/assets/resources/nursing-home/02174-nursing-home-other-long-term-services.pdf?redirect=true>

The following web addresses can provide quality and compliance information:

https://profiles.health.ny.gov/nursing_homes/index

On the NYSDOH site, select the nursing home (after using the search box or the drop-down menu at the top under "Nursing Homes"), and open the Inspections tab to view any Complaints, Inspection results including any Citations, and any Enforcement actions against the nursing home.

<https://www.medicare.gov/care-compare/?providerType=Nursinghome&redirect=true>

On the CMS Care Compare site, enter the name of the nursing home in the search box. Click on the name of the nursing home to view Inspection results as well as any penalties that have been imposed.

Elizabeth Seton Children's Center (ESCC) contracts with many vendors to ensure that we provide the highest quality of care to our residents in the safest and most state of the art environment. First, we contract with many medical companies that provide us items and services including, but not limited to: diagnostic testing; laboratory services; medications; ambulance services; medical equipment; nutrition services; alarm monitoring services; and personal protective equipment. We also contract with many computer and software vendors that provide us with electronic medical records, data storage, backup and anti-virus programs. In order to maintain the facility, we contract with companies that help us to ensure that all building related matters are well attended. For example, we contract with environmental and engineering companies, preventative maintenance and testing and inspection companies, waste management and cleaning companies. Lastly, we contract with personal services companies such as payroll, employee benefits, accountants, employee background check and onboarding systems, staffing agencies and recruitment sites. Please note that this is not an exhaustive list of

ESCC's contracts but rather is meant to give an overview of the types of vendors that we use in our day to day operations.

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