

# Abuse, Neglect, and Exploitation

You have the right to be free of abuse, neglect, and exploitation. Federal and state laws protect your health and well-being. Learn how to identify abuse, neglect, and exploitation.

## Abuse

Abuse is when someone hurts, restricts, threatens, or punishes you, or causes you mental suffering. Abuse takes away your rights or dignity, or may cause you actual physical or emotional harm.

**Here are some of the most common types of abuse:**

**Physical abuse** is an act that hurts your body (including physical and chemical restraints).

Examples: Bruises, broken bones, or burn marks caused by another person; being tied to a wheelchair by your caregiver; or feeling very drowsy or unresponsive when the wrong dose of medicine is given to you on purpose.

**Psychological abuse** causes emotional harm, causes you to feel fear or sadness, and/or embarrasses or intimidates you.

Examples: A caregiver keeps you away from your friends and family, or a caregiver takes something important away from you.

## Neglect

**Neglect** is when someone does not give you basic care, such as food, clothing, shelter, health care, personal hygiene, or protection from harm.

Examples: You don't get turned so you end up getting bedsores; you don't get enough water so

**Sexual abuse** is rape, incest, sexual exploitation, or sexual harassment and/or inappropriate or unwanted touching, actual or attempted.

Examples: You are forced to have sex; your neighbor touches you in a way you don't want them to; your care worker tells you they will quit unless you have sex with them.

**Verbal abuse** uses words to threaten, harass, intimidate, or embarrass you.

Examples: Another person swears or curses at you and calls you names when you don't do things the way they want them done; or makes fun of you and makes you cry; or threatens to hurt you or put you in a nursing home.

**Other types of abuse:** Abuse can also be when someone stops giving you proper care on purpose or does not give you your medicines as your doctor prescribed.

you become dehydrated; you don't get fed so you are hungry; you don't get taken to the doctor so you become more sick; you often have soiled or wet bedding because a care worker won't do your laundry.

**If any of this happens to you, or your health or well-being are at risk, see the other side for what to do!**



**Keystone First**  
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### Exploitation

**Exploitation** is when someone steals your money or things that belong to you, against your will or without your permission or knowledge and for his or her own benefit.

Examples: Someone takes money from your bank account or wallet or takes jewelry or other things from you without your permission. Someone could also force you to change your will, bank accounts, credit cards, or deed to your house.

### What do you do if you think any of these things are happening to you?

You should not be ashamed or embarrassed to talk about what is happening to you. There are many ways to get help. You will not lose care just because you spoke up or asked questions.

- Call **911** if your life is in danger.
- Call your Keystone First Community HealthChoices (CHC) Service Coordinator.
- Call the Pennsylvania Adult Protective Services hotline at **1-800-490-8505**, available 24 hours a day, 7 days a week.
- Call Keystone First CHC Participant Services at **1-855-332-0729 (TTY 1-855-235-4976)**, available 24 hours a day, 7 days a week.

### Abuse, neglect, and exploitation are against the law. Report them!

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This managed care plan may not cover all your health care expenses. Read your contract carefully to determine which health care services are covered.

Keystone First Community HealthChoices complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

**ATTENTION:** If you speak English, language assistance services, free of charge, are available to you. Call **1-855-332-0729 (TTY 1-855-235-4976)**.

Atención: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-855-332-0729 (TTY 1-855-235-4976)**.

Внимание: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-855-332-0729 (телетайп 1-855-235-4976)**.

For the full nondiscrimination notice, go to [www.keystonefirstchc.com](http://www.keystonefirstchc.com).

CHCKF\_18335837

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