

**Address: 9665 Counselors Row STE 200
Indianapolis IN 46240
401 E Colfax Ave Ste 350-01 South Bend IN 46617
Tel: 317-699-7075 Tel: 574-300-3379**



Veracity Systems LLC

Client Rights and Responsibilities

As a client of Harmony Care Partners Inc., you have the right to be notified in writing of your rights and obligations before services begin. Veracity Systems LLC. is dedicated to ensuring you receive the highest quality of care. In accordance with Indiana Code § 16-27-4-12, you are guaranteed the following rights:

1. **Respect for Property:** You have the right to have your property treated with respect.
2. **Control Over Services:** You have the right to temporarily suspend, permanently terminate, temporarily add, or permanently add services to your service plan.
3. **Right to Grievance:** You have the right to report grievances regarding services furnished or regarding the lack of respect for your property by Veracity Systems. You will not be subject to discrimination or reprisal for reporting a grievance.
4. **Dignity and Freedom from Abuse:** You have the right to be free from verbal, physical, and psychological abuse and to be treated with dignity at all times.
5. **Scope of Services:** You have the right to be informed that it is not within the scope of Veracity Systems LLC license to manage medical and health conditions if a condition becomes unstable or unpredictable.
6. **Service Charges:** You have the right to be informed of the charges for all services provided by Veracity Systems LLC.
7. **Notification of Cost Changes:** You have the right to be informed of Veracity Systems LLC's policy for notifying you of any increase in the cost of services.
8. **Business Hours:** Our office is open during the following hours: **Monday to Friday, 9:00 a.m. - 5:00 p.m. EST.**
9. **Ownership Information:** Upon request, Veracity Systems LLC. will make available to you a written list of the names and addresses of all persons having at least a five percent (5%) ownership or controlling interest in the agency.
10. **Contacting Management:** During business hours, please call our main office line at 317-699-7075. After business hours, you can reach a manager via telephone or email.
 - **Mbutambe Akpang:** 202-658-6844
 - **Miranda Mbutambe:** 202-367-3927
 - **Email:** info@veracitysystems.org
11. **Filing a Complaint with the Agency:** To file a complaint or grievance, please contact us using the information below.
 - **Procedure:** You may contact us by phone or email to file a complaint.
 - **Complaint Contacts:**
 - **Mbutambe Akpang:** 317-699-7075
 - **Arrey Oben:** 574-300-3379
 - **Email:** arrey@veracitysystems.org

State Department Oversight: Be advised that the Indiana Department of Health does not inspect personal service agencies as part of the licensing process but does investigate complaints concerning personal service agencies.

1. **Filing a Complaint with the State:** You have the right to know the procedure and telephone number to call to file a complaint with the Indiana Department of Health.
 - **Indiana Department of Health, Complaint Department**
 - **Hours:** 8:15 a.m. - 4:45 p.m., Monday – Friday
 - **Phone:** 1-800-246-8909

Also, you can call your care manager for any complaints not resolved.