

means, they may seek judicial action and may refer the case to the local District Attorney for civil or criminal action.

What is the Medicaid Fraud Control Unit (MFCU)?

The Attorney General's Medicaid Fraud Control Unit (MFCU) seeks to protect the elderly and disabled from nursing home abuse through criminal prosecution. Allegations of resident abuse may be reported directly to the MFCU.



How to report suspected abuse or neglect:

Telephone the toll free **EPS Statewide Hotline** at **(833) 577-6532** or **(225) 342-0144**

Medicaid Fraud Control Unit: 1-(888) 799-6885

Links:

National Center on Elder Abuse:
www.elderabusecenter.org

Attorney General's Office:
www.ag.state.la.us

Governor's Office of Elderly Affairs:
www.louisiana.gov/elderlyaffairs/eps

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What is the Elderly Protective Services Program?

Elderly Protective Services (EPS) protects adults who cannot protect themselves and who are harmed or threatened with harm by caregivers.

The State of Louisiana administers the EPS program through regional offices that respond to reports of suspected abuse or neglect against persons aged 60 and older. EPS works to prevent, remedy, halt or hinder acts of abuse and neglect against an elder adult, while promoting the maximum possible degree of the elder adult's personal freedom, dignity and self-determination. Only when other efforts fail will EPS recommend referral or admission to an appropriate care facility for the elder adult, or seek judicial remedy to the situation.

Individuals may email questions or request information regarding abuse at: eps@goea.state.la.us

What is Elderly Abuse?

Louisiana law (R.S. 14:403.2) protects adults aged 60 and older from acts or omissions which result in physical, sexual, or emotional abuse and neglect, inflicted by others and from self-neglect. Louisiana law also protects seniors from acts of financial exploitation and extortion.

What are some signs of Elder Abuse?

- ➔ Physical actions, such as pushing, hitting, restraining an elder;
- ➔ Emotional and verbal intimidation, such as screaming, threatening, insulting an elder;
- ➔ Withdrawal or isolation of an elder;
- ➔ Sexual exploitation, particularly threats or actions against an elder without his or her consent;
- ➔ Neglect, such as withholding of medicine, medical care, food, personal care, utilities, or daily necessities, or over-medication, or self-neglect to the point of danger;
- ➔ Financial extortion or exploitation, such as theft or misuse of money, property, or the possessions of the elder.

Who should contact the people at EPS?

Physicians, medical interns, dentists, nurses, social workers, family counselors, police officers, licensed psychologists, coroners, registered podiatrists, occupational therapists, osteopaths, probation officers, staff of homemaker, home health agencies, or nursing facilities, financial directors, bank tellers, family members, friends.. any one who has reasonable cause to believe an adult aged 60 or older is being abused or neglected should contact the EPS office.

Any person reporting incidents of abuse or neglect is immune from civil and criminal liability if he or she acted in good faith. Further, a person who knowingly fails to report abuse may be liable for fines and/or imprisonment. It is everyone's responsibility to report abuse or neglect of an elder.

What should be reported to EPS when an incident occurs?

Simply use your eyes and ears to note any unusual occurrences, such as: burns, bruises, black or swollen eyes, broken bones, dilated pupils, evidence of restraints, bedsores, lack of clothing or dirty clothing, body odor, dehydrated or malnourished appearance, no utilities in the home, disappearance of personal property, absence of food or medication, frequent change in doctors, discontinuation of visitor privileges, no visitors allowed, individual expressions of shame, embarrassment or fear.



What happens after a report is made?

Trained EPS staff screen all reports. If a case is ineligible for processing by the EPS office, the case is referred to alternative community services and resources for action. EPS program staff investigates eligible cases of abuse or neglect and intervenes when and where appropriate. A plan of resolution is developed utilizing community resources. EPS staff monitors this plan at each step until the situation is stabilized. EPS program staff may ask for physical, psychiatric or psychological evaluations as necessary, and will assist in obtaining alternative living arrangements for older adults when the situation requires it. When EPS staff determines that a case of abuse or neglect cannot be remedied by other