

AGENCY MODEL

RIGHTS AND RESPONSIBILITIES

YOU ARE EXPECTED TO

- Explain how the tasks authorized on the person-centered care plan (PCCP) are to be completed
- Provide supplies needed to complete tasks
- Allow General Health Evaluations (GHE's) to be completed as scheduled and required by state law
- Utilize Electronic Visit Verification (EVV) as required by State and Federal Law
- Let your provider know when you will not be home or available to receive care
- Let your provider know if you have problems with how services are delivered
- Agree to participate in a comprehensive face-to-face (re)assessment with Division of Senior and Disability Services (DSDS) or its designee
- Accept or select an aide without regard to race, color, national origin, sex, age, religion, political beliefs, or disability
- Act in a respectful, courteous manner

YOU MAY NOT

- Physically, verbally, or sexually abuse or threaten harm towards provider or DSDS staff. You cannot allow this conduct from other persons at your household. This may result in your services being terminated
- Expect services to be provided not authorized on your care plan
- Expect services to be provided for your pets, friends, or visitors
- Allow services to be provided in your home when you are not home
- Offer provider or DSDS staff gifts or tips
- Engage in activities that would be considered fraud of the program; for example the misuse of the EVV system

FOR YOUR SAFETY, DO NOT

- Ask your aide for advice
- Leave valuables, cash, or checkbook in plain sight.

YOU HAVE THE RIGHT TO

- Appeal decisions regarding your PCCP, including the denial, reduction, or termination of services
 - You must appeal within ninety (90) business days of the date of the decision.
 - You must request a hearing within ten (10) business days of the date of the notice if you wish to continue receiving services pending the hearing decision.
 - If the DSDS' decision is affirmed, you may be held responsible for the cost of any services received while the appeal is pending.
- Receive services without regard to race, color, national origin, sex, age, religion, political beliefs, or disability

PROVIDER STAFF ARE EXPECTED TO

- Act in a professional manner
- Ensure that you receive care only from those that are registered and screened by the Family Care Safety Registry ([FCSR](#))
- Be on time for scheduled visits
- Notify you if they are unable to deliver services
- Arrange a make-up visit satisfactory to you

PROVIDER STAFF MAY NOT

- Accept food or drink, except water
- Accept gifts or tips
- Give you (or anyone in your household) a ride