

RESIDENTIAL CARE FACILITIES/ASSISTED LIVING FACILITIES

RIGHTS AND RESPONSIBILITIES

YOU ARE EXPECTED TO

- Accept provider staff without regard to race, color, national origin, sex, age, religion, political beliefs, or disability
- Agree to participate in a comprehensive face to face (re)assessment with the Division of Senior and Disability Services (DSDS) or its designee
- Let your provider know if you have problems with how services are delivered
- Act in a respectful, courteous manner

YOU MAY NOT

- Engage in activities that would be considered fraud of the program; for example document time for services that have not been provided
- Physically, verbally, or sexually abuse or threaten harm towards provider or DSDS staff

FOR YOUR SAFETY, DO NOT

- Ask your provider staff for advice
- Leave valuables, cash, or checkbook in plain sight

YOU HAVE THE RIGHT TO

- Appeal decisions regarding your person-centered care plan, 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 Division of Senior and Disability Services' 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