

# RIGHTS AND RESPONSIBILITIES

## Agency Model

### YOU ARE EXPECTED TO

#### PARTICIPANT / LEGAL GUARDIAN

- Explain how the tasks authorized on the person centered care plan (PCCP) are to be completed.
- Provide supplies needed to complete tasks.
- 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.