

PARTICIPANT/FAMILY RESPONSIBILITIES

Conditions of participant eligibility are based on the following responsibilities of the participant/family. The following responsibilities will enhance the coordination and continuity of care, provide positive outcomes, and ensure effective utilization of Program services:

- The participant/family is responsible for providing accurate information concerning their financial status.
- The participant/family shall use all available health insurance benefits, MO HealthNet or other third-party payment sources including recoveries from third-party insurance sources through settlement of personal injury claims attributed to the condition being treated.
- The participant/family shall utilize third-party network providers.
- The participant/family shall enroll in any state or other public programs for which they are eligible in order to provide maximum comprehensive services.
- The participant/family must report any changes in income, household composition, insurance/ MO HealthNet coverage, or address within ten (10) business days after the date the participant/family becomes aware of the change.
- The participant/family must keep the Service Coordinator updated on the medical progress of the participant's individual care and service plan. The updates should take place every six (6) months, at a minimum.
- The participant/family must notify the Service Coordinator prior to receiving medical services that require a Prior Authorization through the Program.
- The participant/family must collaborate with the Service Coordinator to utilize providers who have been established active and are enrolled with the Program. Collaborative efforts will be made to enroll providers, when necessary to meet the individual needs of the participants.
- To maintain eligibility, the participant/family must complete an Annual Financial Eligibility Review (AFER). Failure to provide a timely response to AFER requests for information will result in discontinuation of services.
- The participant/family must actively and consistently meet all the conditions listed above to maintain Program eligibility.
- A participant/family who is determined ineligible for the Program may re-apply when changes occur that may make the applicant eligible.
- When an application is denied, the applicant will be informed of their right to appeal.