<table>
<thead>
<tr>
<th><strong>YOU ARE EXPECTED TO:</strong></th>
<th><strong>YOU HAVE THE RIGHT TO:</strong></th>
<th><strong>YOU MAY NOT:</strong></th>
<th><strong>YOU MAY EXPECT YOUR PROVIDER STAFF TO:</strong></th>
</tr>
</thead>
</table>
| ➢ Accept provider staff without regard to race, color, national origin, sex, age, religion, political beliefs, or disability. | ➢ 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’s decision is upheld, you may be held responsible for the cost of any services received while the appeal is pending.  
  ➢ Appeal any disagreement with decisions about your person centered care plan.  
  ➢ Receive services without regard to race, color, national origin, sex, age, religion, political beliefs, or disability. | ➢ Threaten or abuse or allow other members of your household (or guests) to threaten or abuse provider and/or State staff (physically, verbally, or sexually). This will result in your services being terminated.  
  ➢ Expect care to be provided to your pets, friends, or visitors.  
  ➢ Engage in activities that would be considered fraud of the program; for example, signing timesheets for care that has not actually been provided. | ➢ Act in a professional manner.  
  ➢ Notify you if they are going to be closed.  
  ➢ For your safety, do not:  
  ➢ Ask your provider staff for advice.  
  ➢ Leave valuables, cash, or checkbook in plain sight. |