

# 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 toward the provider or DSDS staff, nor should you permit other individuals in your household to do so. 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) calendar days of the date of the decision.
  - You must request a hearing within ten (10) calendar 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 who 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, drink (except water), gifts or tips
- Give you (or anyone in your household) a ride

### RESOURCES

- To find a primary care physician
  - <https://www.medicare.gov/care-compare/>
- Mental health or substance abuse
  - <https://dmh.mo.gov/behavioral-health>