

# CONSUMER DIRECTED SERVICES RIGHTS AND RESPONSIBILITIES

## YOU ARE EXPECTED TO

- Select and hire your attendant
- Train your attendant to perform the tasks authorized on the person-centered care plan (PCCP)
- Explain how tasks authorized on the PCCP are to be completed
- Provide supplies needed to complete tasks
- Supervise the work performed by your attendant and ensure the attendant is able to meet your personal needs
- Terminate your attendant
- Let your caregiver know when you will not be home to receive care
- Let your caregiver know if you have problems with how services are delivered
- Agree to participate in a comprehensive face-to-face (re)assessment with the Division of Senior and Disability Services (DSDS) or its designee
- Select a caregiver without regard to race, color, national origin, sex, age, religion, political beliefs, or disability

## YOU ARE RESPONSIBLE FOR

- Following up with your CDS provider regarding assignment of Employer Identification Number (EIN) and Missouri Tax ID and maintain for your records. The provider will need these to pay employee taxes on your behalf.
- Ensuring that completed work is approved and the number of units delivered does not exceed what is authorized on your PCCP
- Utilizing Electronic Visit Verification (EVV) as required by State and Federal law

## YOU MAY NOT

- Physically, verbally, or sexually abuse or threaten harm toward provider or DSDS staff
- 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
- Engage in activities that would be considered fraud of the program; for example, the misuse of the EVV system
- Hire a legally responsible relative (i.e., spouse or guardian)
- Be a consumer of the CDS program if employed as a CDS personal care attendant

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## FOR YOUR SAFETY, DO NOT

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

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## 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 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