

# RCF/ALF PERSONAL CARE PARTICIPANT RIGHTS AND RESPONSIBILITIES

## YOU ARE EXPECTED TO:

- Accept provider staff without regard to race, color, national origin, sex, age, religion, political beliefs, or disability.

## YOU HAVE THE RIGHT TO:

- 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.

## YOU MAY NOT:

- 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.

## FOR YOUR SAFETY, DO NOT:

- Ask your provider staff for advice.
- Leave valuables, cash, or checkbook in plain sight.

## YOU MAY EXPECT YOUR PROVIDER STAFF TO:

- Act in a professional manner.
- Notify you if they are unable to deliver services.
- Schedule a time to make-up services that are satisfactory to you.