

# RESIDENTIAL CARE FACILITIES/ASSISTED LIVING FACILITIES

## RIGHTS AND RESPONSIBILITIES

### YOU ARE EXPECTED TO

- Accept provider staff without regard to race, color, national origin, sex, age, religion, political beliefs, or disability
- Agree to participate in a comprehensive face-to-face (re)assessment with the Division of Senior and Disability Services (DSDS) or its designee
- Let your provider know if you have problems with how services are delivered
- Act in a respectful, courteous manner

### YOU MAY NOT

- Engage in activities that would be considered fraud of the program; for example, document time for services that have not been provided
- Physically, verbally, or sexually abuse or threaten harm towards the provider or DSDS staff

### FOR YOUR SAFETY, DO NOT

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

### 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) 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

### RESOURCES

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