

STRUCTURED FAMILY CAREGIVING WAIVER

RIGHTS AND RESPONSIBILITIES

YOU ARE EXPECTED TO

- Reside with the primary caregiver, either in your home or the primary caregiver's home
- Work with the provider to identify tasks that can be met through services
- Let your provider know when you are in need of a substitute caregiver
- Let your provider know when you are not available for a visit
- Let your provider know if you have problems with your care delivery
- Accept or select a caregiver 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 Division of Senior and Disability Services (DSDS) or its designee

YOU MAY NOT

- Be enrolled in any other Home and Community Based Services (HCBS) or waiver service, regardless of the state agency that administers the waiver
- Have a primary caregiver that maintains outside employment
- Physically, verbally, or sexually abuse or threaten harm towards provider or DSDS staff. You cannot allow this conduct from other persons at your household. This may result in your services being terminated
- Engage in activities that would be considered fraud of the program

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 of Senior and Disability Services' 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

FOR YOUR SAFETY, DO NOT

- Leave valuables, cash, or checkbook in plain sight

PROVIDER STAFF ARE EXPECTED TO

- Act in a professional manner
- Ensure that you receive care only from those that 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

PROVIDER STAFF MAY NOT

- Accept gifts or tips
- Provide care to your pets, friends, or visitors