

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
- Designate a primary caregiver who has alternative employment that interferes with their primary caregiving duties regarding your safety and health.
- 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
- Engage in activities that would be considered fraud of the program

FOR YOUR SAFETY, DO NOT

- 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 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

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

PROVIDER STAFF MAY NOT

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

RESOURCES

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