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**CHAPTER 30: PERSONAL CARE SERVICES**

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**SECTION 30.4: LT-PCS - RECIPIENT RIGHTS AND RESPONSIBILITIES**PAGE(S) 2

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**RECIPIENT RIGHTS AND RESPONSIBILITIES****Rights**

Recipients of personal care services have the following rights:

- To be treated with dignity and respect;
- To receive services according to the approved Plan of Care;
- To have freedom of choice in the selection of a provider;
- To change providers after every 3 months without good cause or any time with good cause;
- To actively participate in the development of the Plan of Care;
- To actively participate in the decision-making process regarding service delivery; and
- To have an informal resolution process to address complaints and/or concerns regarding LT-PCS.

**Responsibilities**

Recipients and personal representatives have the following responsibilities to cooperate with the selected agency in the delivery of services by:

- Being available to receive scheduled services;
- Contacting the agency to cancel a scheduled visit;
- Being courteous and respectful to the worker; and
- Maintaining a safe and lawful environment.

**Changing Providers**

A recipient may change providers without good cause once after **every 3 months** of service. A recipient may request to change providers with good cause at any time during the service

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**PAGE(S) 2**

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authorization period. Good cause is defined as the failure of the provider to furnish services in compliance with the Plan of Care. Good cause shall be determined by OAAS or its designee. All requests for change of provider shall be submitted in writing to the access contractor. Providers will receive written notification when approval has been given for recipients to change providers.