PERSONAL CARE AIDE SERVICES
RECIPIENT BILL OF RIGHTS

The Recipient's rights are to:

Receive considerate and respectful care at all times, and have property treated with respect;

- Participate in the development of the Service Plan and receive an explanation of services proposed. Receive a written list of alternative resources and referrals that may be available;
- Receive a copy of the service plan;
- Receive the name of the PCA case manager and the Nevada Medicaid district office supervisor's number to be contacted for complaints about caregiver, provider or DHCFP employees;
- Receive assurance that privacy and confidentiality about one's health, social, domestic and financial circumstances will be maintained pursuant to law;
- Know all communications and records will be treated confidentially;
- Expect all providers, within the limits set by the service plan and within program criteria, will respond in good faith to the recipient's reasonable requests for assistance;
- Receive information upon request on Nevada Medicaid's policies and procedures, including information on charges, reimbursements, and service plan determinations;
- Request a change of provider agency or ISO;
- Participate in the plan for discontinuation of service;
- Have access, upon request, to Medicaid payment history;
- Receive a written explanation of the hearing process;
- Request a hearing when a disagreeing with Nevada Medicaid's action to deny, terminate, reduce, or suspend services;
- Receive in writing the name and contact number of an official of Nevada Medicaid and the state ombudsman telephone number.

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Recipient/Personal Representative Signature Date

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Service Worker Signature Date