

*Chapter 8 and the Participant Rights and Responsibilities Notification (F-20985) are included in a single document for the purpose of industry review **only**, for easier review of draft updates to both documents. The final versions will be published as separate documents.*

Chapter 8–Participant Rights and Appeal and Grievance Processes

8.01 Applicant and Participant Rights

All children and youth and their parent(s) and/or legal guardian(s) who apply to and/or participate in the CLTS Waiver Program have the following rights. This chapter includes the specific actions and processes county waiver agencies (CWAs) must implement in association with these rights:

- To be notified of their rights both verbally and in writing.
- To contest certain decisions, actions, or omissions by using either the state appeal and hearing process and/or a local grievance process as described in [Wis. Admin. Code ch. DHS 94](#).

The information in this chapter only applies to children’s and youth’s and/or their families’ rights that are associated with CLTS Waiver Program. Program applicants or participants may have other rights related to services they receive through sources other than the CLTS Waiver Program, which are monitored and enforced by other state and/or local agencies. Refer to the [DHS Client Rights Office](#) for information about rights and protections for individuals receiving services for developmental disability, mental health, and/or substance use through sources other than the CLTS Waiver Program.

8.02 Informing Participants of Their Rights and Adverse Actions

Children and youth, when applicable, and/or their parent(s) and/or legal guardian(s) who are applying to or participating in the CLTS Waiver Program must be notified and fully informed about their rights and certain actions and decisions. CWAs are required to provide this information when a child or youth and their family are applying to the program and also at various points during a participant’s enrollment. This section describes both a notice of rights and a notice of action (NOA), when and how this information must be given to participants, and requirements for the content of the information.

Notification of Rights

A notification of rights informs CLTS Waiver Program applicants and participants about their rights and responsibilities for the CLTS Waiver Program. The [Participant Rights and Responsibilities Notification \(F-20985\)](#) details these rights and responsibilities. Additionally, a notification of rights explains the options that are available to applicants and participants to request an appeal of an action or decision related to their enrollment in or services authorized

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for them through the CLTS Waiver Program, file a complaint, and/or file a grievance; how any of these actions can be completed; and how the CWA will help them to complete these actions.

CWAs must provide notification of rights to a child or youth, when applicable, and/or their parent(s) and/or legal guardian(s) before their initial CLTS Waiver Program eligibility determination and at least annually after the initial eligibility determination. A notification of rights may be provided at the same time as or combined with a NOA.

Notification of rights must be provided both verbally and in writing. When giving a written notification of rights, a CWA is required to also discuss the information with the child or youth, when applicable, and/or their parent(s) and/or legal guardian(s). Talking with the child or youth and/or their family about the information helps to make certain they understand options that are available to them, their responsibilities, and what they should expect about the activities they will complete with the CWA over the course of their participation in the CLTS Waiver Program.

The CWA is also required to gain signatures from the child or youth, when applicable, and/or their parent(s) and/or legal guardian(s) on the written notification of rights. The CWA must maintain an original copy of the signed notification of rights and distribute a copy to the child or youth, when applicable, and/or their parent(s) and/or legal guardian(s).

A notification of rights must clearly state all of the following. The [Participant Rights and Responsibilities Notification \(F-20985\)](#) can be referenced as a model. The CWA is responsible for adding information that is unique to the CWA and local processes to the model.

- The applicant's or participant's right to file a request for an appeal, citing [42 CFR Part 431, Subpart E](#) and [Wis. Stat. ch. 227](#).
- The applicant's or participant's state appeal and county grievance rights, clearly explaining the right to request a hearing from the Wisconsin Department of Administration's Division of Hearings and Appeals (DHA).
- The timelines by which an applicant or participant must file a request for an appeal of a decision, and clear instruction that requests for appeals filed after these timelines may not be heard. Timelines for requesting an appeal vary according to whether a decision concerns an applicant's or participant's financial eligibility determination, initial functional eligibility determination, or supports and services authorized for the participant through the CLTS Waiver Program.
 - **Financial eligibility determination: 45 days.**
Financial eligibility determination decisions include determinations about an applicant's or participant's eligibility for a full-benefit Medicaid subprogram ([Wis. Stat. § 49.45\(5\)\(a\)](#)) and determinations about an applicant's or participant's financial eligibility for the CLTS Waiver Program.
 - **Initial functional eligibility determination: 45 days.**
Initial functional eligibility determination decisions apply only to children or youth who are not enrolled in the CLTS Waiver Program. These decisions occur during their

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application for enrollment in the CLTS Waiver Program, and refer to the level of care for a child or youth that is determined by the CLTS Functional Screen ([F-00367](#)). Refer to functional eligibility determination for recertification of enrollment below for the timeline for filing a request to appeal a decision about a functional eligibility determination for a child or youth who is enrolled in the CLTS Waiver Program.

- **Services and benefits: 90 days.**
Services and benefits decisions include decisions about any supports or services that a participant and/or their parent(s) and/or legal guardian(s) request to be authorized for them through the CLTS Waiver Program ([Wis. Stat. § 49.45\(5\)\(ar\)](#) and [42 CFR § 431.221\(d\)](#)).
- **Functional eligibility determination for recertification of enrollment: 90 days.**
Decisions about functional eligibility determinations for recertification apply only to children or youth who are enrolled in the CLTS Waiver Program. These decisions occur during a child's or youth's annual recertification for continued enrollment and authorization of supports and services through the CLTS Waiver Program and are based on level of care for the child or youth that is determined by the CLTS Functional Screen ([F-00367](#)).
- If the applicant or participant requests a hearing before the effective date of an action, the CWA may not terminate or reduce services authorized through the CLTS Waiver Program until after the hearing and a decision is rendered.
- The county grievance process required under [Wis. Stat. § 51.61](#) and [Wis. Admin. Code ch. DHS 94](#) for children and youth who are receiving services for mental illness, developmental disabilities, alcoholism, or drug dependency and are applying to or participating in the CLTS Waiver Program.
- Requesting an appeal or pursuing a county grievance or under [Wis. Admin. Code ch. DHS 94](#) may not affect the date of termination of the CLTS Waiver Program or any reduction of service(s) authorized through the program.
- If the participant requests an appeal and their affected service(s) continue pending the appeal hearing decision and the decision upholds the action to reduce or terminate services, the participant may be responsible for the cost of those service(s) ([42 CFR § 431.230\(b\)](#)). Recoupment may be sought for the cost of any affected services authorized through the CLTS Waiver Program that the child or youth receives beginning on the original effective date of a NOA up to and including the date of the appeal hearing decision.
- Contact information for the person or office that the applicant or participant needs to contact to request an appeal or to pursue a grievance.
- Contact information for people and agencies that the applicant or participant may contact for help and guidance, including Disability Rights Wisconsin.
- The name and address of the state of Wisconsin Department of Administration's [Division of Hearings and Appeals](#).
- Contact information for the CWA, including address(es) and toll-free telephone numbers.

Notification of rights must be provided to the child or youth, when applicable, and/or their family and/or legal guardian(s) in their primary method of communication and at no cost to

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them. Alternative methods of communication may include but are not limited to taped or Braille materials, or translated materials for families for whom English is a second language. DHS may be contacted for assistance to obtain translated copies of the written notification.

Notification of Adverse Action

CWAs must give children and youth, when applicable, and/or their parent(s) and/or legal guardian(s) notice of actions and decisions that may adversely affect a child's or youth's enrollment in or the supports and services authorized for them through the CLTS Waiver Program ([42 CFR Part 431, Subpart E](#)) at least 10 days before the effective date of the action or decision. A NOA must clearly state all of the following in addition to information required for a notification of rights. The model [Participant Rights and Responsibilities Notification \(F-20985\)](#) in combination with the model [CLTS Disenrollment Notice \(F-02181\)](#) include the elements required for a NOA:

- The proposed action.
- The reasons why the action is proposed.
- The specific regulation supporting the action.
- The effective date of the action.
- The child's or youth's and their parents' and/or legal guardians' rights, including procedures for state appeals and fair hearings by the DHA and local county grievances. (Refer to Notification of Rights, above.)

NOAs must be provided in the child's or youth's and their parent(s) and/or legal guardian(s) primary method of communication and at no cost to them. Alternative methods of communication may include but are not limited to taped or Braille materials, or translated materials for families for whom English is a second language. DHS may be contacted for assistance to obtain translated copies of the written notification.

The CWA is required to provide a written NOA to the applicant or participant, when applicable, and/or their parent(s) or legal guardian(s) when any of the following occur. It is the CWA's responsibility to maintain a copy of the NOA:

- **Failure to complete an eligibility determination.** An eligibility determination must be completed within 45 calendar days of the applicant's date of referral. (Refer to Chapter 6 – Enrollment for additional information about the date of referral.) After a child's or youth's initial enrollment in the CLTS Waiver Program, an eligibility determination must be completed annually.
- **Eligibility determination results and decision to provide an individual service plan (ISP).** Upon completion of the eligibility determination, the CWA must notify the applicant or participant within 15 calendar days of the results and the decision to approve or deny the development of an ISP. An ISP for an applicant who meets eligibility criteria for the CLTS Waiver Program

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must be initiated within 60 calendar days of the applicant's date of referral. (Refer to Chapter 6—Enrollment for additional information about the date of referral.)

The following actions that may occur as a result of an eligibility determination require NOA:

- Denial of eligibility
- Termination of eligibility

When an eligibility determination confirms that a child or youth meets all eligibility criteria for enrollment in the CLTS Waiver Program, the CWA must provide them an informed choice between institutional services and community services through the waiver program. Any failure to provide this choice requires NOA, except when a court has ordered community placement and services as the least restrictive and/or most integrated service for the child or youth.

- **Denial of authorization for item or service through the CLTS Waiver Program.** This refers to a decision to deny or limit authorization through the CLTS Waiver Program, for any reason, for an item or service that is requested by the child or youth and/or their parent(s) and/or legal guardian(s) and includes:
 - Failure to provide choice of type of service. This refers to any failure to provide the child or youth and their family a choice between different types of services (benefit categories) that can be authorized through the CLTS Waiver Program.
 - Denial of choice of a qualified service provider. This refers to any failure to provide the child or youth and their family a choice between qualified providers of the items or services that they request.
 - Reduction or termination of services authorized through the CLTS Waiver Program. This refers to any proposed reduction, in amount and/or frequency, or termination of authorization through the CLTS Waiver Program for an item or service on the child's or youth's ISP.

A decision to either authorize or deny an item or service requested by a participant should be made quickly to support the participant's access to the item or service and must be made within 14 calendar days of the participant's request. (Refer to Chapter 7 – Individual Service Plan.) For any decision to deny authorization through the CLTS Waiver Program for an item or service that is requested by a participant, the CWA must issue a written NOA to the participant.

The timeframe for a decision to either authorize or deny authorization through the CLTS Waiver Program for an item or service requested by a participant may be extended an additional 14 calendar days, allowing for support and service coordination beyond what is customary when there are complex circumstances associated with the request. When a CWA extends the timeframe for a decision, they must send the child or youth and/or their family or legal guardian a written NOA for the extension.

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- **Termination of CLTS Waiver Program participation.** Refer to Chapter 2.08 for information about conditions under which participation in the CLTS Waiver Program may be denied or terminated.

If an action affects a child's or youth's Medicaid eligibility, the CWA is responsible for promptly notifying the income maintenance consortia or the Katie Beckett program of the change in the participant's eligibility for the CLTS Waiver Program. The CWA and income maintenance worker must then work together to ensure requirements for proper notification to the child or youth and/or their parent(s) and/or legal guardian(s) are met.

Requirement to Provide Advance Notice of Adverse Action

NOAs must be given at least 10 days before the effective date of the action or decision ([42 CFR § 431.211](#)). Timely notification is necessary so that an applicant or participant who chooses to file a request for an appeal or a grievance can do so within the required time frame(s). The NOA is required to clearly state these two timelines:

- If the applicant or participant wants to file a request to appeal the action or decision, it must be filed within the timeline that is appropriate for the type of action or decision. A request for an appeal that is filed after the specified timeline may not be heard. Refer to 8.02, Notification of Rights, above, for additional information about the actions and decisions to which each of these timelines applies:
 - Financial eligibility determination: 45 days.
 - Initial functional eligibility determination: 45 days.
 - Services and benefits: 90 days.
 - Functional eligibility determination for recertification of enrollment: 90 days.
- If the participant files a request for a hearing before the effective date of the action (within the 10-day notice period), their services may not be reduced or terminated until a hearing decision is made.

Exceptions for Advance Notice of Adverse Action

Advance notice of at least 10 days is not required in the following circumstances. Instead, the CWA must provide a NOA to the child or youth, when applicable, and/or their parent(s) and/or legal guardian(s) on or before the effective date of the action or decision ([42 CFR § 431.213](#)):

- The CWA has factual information confirming the death of an applicant or participant.
- The CWA receives a clear written statement signed by the child or youth, when applicable, and/or their parent(s) and/or legal guardian(s) stating:
 - They no longer wish to receive services authorized through the CLTS Waiver Program.
 - Information that requires termination or reduction of services and indicates that they understand that this must be the result of supplying that information.
- The child or youth has been admitted to an institution.
- The child's or youth's and their family's whereabouts are unknown and the post office returns CWA mail addressed to them, indicating no forwarding address. Any discontinued services must be reinstated if the child's or youth's whereabouts become known during the time when they are enrolled in the CLTS Waiver Program.

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- The CWA establishes the fact that the applicant or participant has been accepted for Medicaid services by a jurisdiction outside of the state of Wisconsin.

8.03 Appeals and Grievances

It is natural and anticipated that there will be times when families do not agree with or fully understand decisions that are made about their child's or youth's CLTS Waiver Program services and supports. Families may choose to address their concern or problem through either a state appeal or a local county grievance, at any time and in any order. CWAs are responsible for providing families who wish to request an appeal and/or file a grievance information about each of these processes and assisting the family in any way needed during any part of the processes.

Appeals

The actions and decisions below are subject to appeal through a fair hearing by the DHA. The CWA must notify an applicant or participant at least 10 days before the effective date of any of these proposed actions or decisions. The advance notice must follow the requirements outlined in section 8.02, including a clear explanation of the applicant's or participant's right to file an appeal of the decision prior to the effective date of the decision.

With one exception, the grounds or basis for an action or decision does not affect whether the applicant or participant is entitled to a fair hearing before DHA to contest the action or decision. The only exception is that a participant is not entitled to a fair hearing if the only issue in the fair hearing concerns a federal or state law requiring an automatic change that adversely affects some or all CLTS Waiver Program participants ([42 CFR § 431.220\(b\)](#)). Otherwise, federal law entitles applicants and participants to fair hearings ([42 CFR Part 431, Subpart E](#)) to contest the actions and decisions identified below, regardless of the CWA's reason for the action or decision.

DHS reviews all applicant and participant requests for appeal. As the state Medicaid agency, DHS assumes and exerts sole authority in program policy and administration. CWAs represent DHS in cases of appeal and must act as directed by DHS to reverse actions and decisions related to applicants' or participants' eligibility for, enrollment in, or services authorized through the CLTS Waiver Program.

Actions and Decisions Subject to Appeal

The following CWA actions and decisions concerning children or youth who are applying to or enrolled in the CLTS Waiver Program are subject to appeal and a fair hearing conducted by the DHA:

- Failure to complete an eligibility determination.
- Regarding eligibility determination results and decision to provide an ISP:
 - Denial of eligibility.
 - Termination of eligibility.
 - Failure to provide choice between institutional and community services.

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- Denial of authorization for item or service through the CLTS Waiver Program, including:
 - Failure to provide choice of type of service.
 - Denial of choice of a qualified service provider.
 - Reduction or termination of services authorized through the CLTS Waiver Program.
- Termination of CLTS Waiver Program participation.

Grievances

CWAs must inform CLTS Waiver Program applicants and participants of local grievance processes available to them ([Wis. Stat. § 51.61](#), [Wis. Admin. Code ch. DHS 94](#)). Information about the local grievance process and the resources needed to complete that process must be provided whenever a notification of rights or NOA is made.

8.04 Resources

- [42 CFR Part 431, Subpart E](#)
- [CLTS Functional Screen \(F-00367\)](#)
- [DHA Request for Fair Hearing form](#)
- [DHS Client Rights Office](#)
- [Participant Rights and Responsibilities Notification \(F-20985\)](#)
- [Sample CLTS Disenrollment Notice \(F-02181\)](#)
- [The State Medicaid Manual](#)
- [Voluntary Withdrawal of a Fair Hearing Request \(form\)](#)
- [Wis. Admin. Code ch. DHS 94](#)
- [Wis. Stat. § 49.45\(5\)\(a\)](#)
- [Wis. Stat. § 49.45\(5\)\(ar\)](#)
- [Wis. Stat. § 51.61](#)
- [Wis. Stat. ch. 227](#)

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DEPARTMENT OF HEALTH SERVICES
Division of Medicaid Services
F-20985 (02/2019)

STATE OF WISCONSIN

PARTICIPANT RIGHTS AND RESPONSIBILITIES NOTIFICATION

This form meets the provisions of the Medicaid Home and Community-Based Services (HCBS) Waiver Manual for the Children's Long Term Support (CLTS) Waiver Program (P-02256), Ch 8.

As an applicant/participant for the CLTS Waiver Program, you have specific rights and responsibilities.

A. Applying for the CLTS Waiver Program

1. You have a right to be told about services that can be provided and funded by the CLTS Waiver Program and by other programs.
2. You have a right to apply for the CLTS Waiver Program. You have a right to not participate in the CLTS Waiver Program. Authorization of services through the CLTS Waiver Program must be coordinated with other funding sources.
3. You have the right to have waiver agency staff make contact with you to schedule a home visits within 10 calendar days from the date of referral.
4. You have the right to have a qualified person complete an eligibility determination for the CLTS Waiver Program within 45 calendar days from the date of referral.
5. If your application is denied, you have the right to file a county grievance or file a state appeal, or both. You have the right to be told how to file a grievance or appeal, and the right to get help in doing so.

Deciding what services you receive from the CLTS Waiver Program

1. If your eligibility determination is approved and you choose to enroll, you have the right to have an assessment of your needs and jointly complete an Individual Service Plan within 60 days.
2. You have the right to be a part of the planning process and share your opinions and preferences. You have the right to invite friends, relatives or anyone else you choose to be a part of this process. You have a right to lead these meetings and to have them occur at a time and place that is convenient for you and the people you wish to have present, except for one meeting annually which must occur in the home.
3. You have a right to receive a written copy and explanation of your assessment and any other documents or reports in your file if you request them.
4. You have the right to be informed in writing of whether an item or service request has been authorized or denied within 14 calendar days of request. This decision may be extended an additional 14 calendar days; and, you have the right to be informed about the extension of timeframe.
5. You have a right to receive any help you need to understand and take part in planning and other meetings. This help might include interpreters, taped or Braille material, or other communication aids.
6. You have a right to design your plan for services within certain CLTS Waiver Program rules. This plan must clearly list the services you have agreed to; it must identify the outcomes you wish to achieve and what will be done to address them. You have a right to a written copy of your plan and to have the plan explained to you.
7. You have a right to choose the services intended to meet your needs and achieve your desired outcomes, and to choose the qualified provider from whom you will receive services. All waiver-funded providers you use must be qualified. You have the right to have all conflicts-of-interest involving service provision discussed with you before you select a service provider. You have the right to have assistance in finding qualified providers.

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8. You have a right to disagree with your service plan or with changes made to your service plan. You have the right to disagree with any reduction in services if you think that your needs will not adequately be met. You have a right to ask the waiver agency to change the things with which you disagree. If you disagree with any decision that is made about your services or service provider, or with changes to your service plan, you have a right to file a grievance with the county and/or an appeal with the state.

1. Receiving CLTS Waiver Program Services

2. You have a right to receive services if there is funding available, you are eligible for the CLTS Waiver Program and there is a reasonable indication of need for services. You have a right to special equipment or other accommodations that give you equal opportunity to access your home, community, and Medicaid Waiver services.
3. If funding is not available, you have a right to be placed onto the wait list for services. If you are told that you have to wait for CLTS Waiver services, you have a right to know how the wait list works and receive updates concerning how many others are waiting ahead of you and when the waiver agency estimates you will receive services.
4. You have the right to be free from the expectation that you pay for or contribute to any portion of the cost of waiver services beyond the amount determined to be your parental payment liability ([Wis. Admin. Code § DHS 1.065](#)).
5. You have a right to have help from a support and service coordinator after you receive services. You have a right to meet with this person as often as you feel is necessary. Your support and service coordinator is responsible to assure that you receive the services in your plan, that they are of high quality and the services work well together.
6. A written notice must be sent, **at least 10 days before the effective date**, regarding any action or decision to reduce or end your services from the CLTS Waiver Program. You have the right to file a county grievance or state appeal if you disagree with the reduction or termination of any services authorized through the CLTS Waiver Program.
7. If you file a **state appeal** before the termination or effective date stated in the termination notice you receive from the waiver agency, you have a right to keep receiving the types and amounts of services you were getting until the appeal is decided.
8. If you file an appeal and your affected service(s) continue pending the appeal hearing decision and the decision upholds the action to reduce or terminate services, you may be responsible for the cost of those service(s) ([42 CFR § 431.230\(b\)](#)). Recoupment may be sought for the cost of any affected services authorized through the CLTS Waiver Program that you receive beginning on the original effective date of a notice of adverse action up to and including the date of the appeal hearing decision.
- 9.
10. You have a right to move anywhere in the State of Wisconsin without interruption to authorization for services through the CLTS Waiver Program.

E. Right to Appeal

1. You (and your parent/guardian, if any) have a right to be told (formally notified) what actions taken by waiver agencies may be appealed and how to file a state appeal. This includes being told who to contact, as well as the steps and time limits for filing the grievance of appeal.
2. You may get help with a waiver agency grievance or state appeal from your support and service coordinator/ or from other organizations that are responsible for assisting you in such matters.
3. You have the right to be informed, in writing, of the reasons the action is being taken.
4. Within 45 days: you have the right to appeal financial eligibility determinations.
5. Within 45 days: you have the right to appeal initial functional eligibility determinations.

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6. Within 90 days: You have the right to appeal any decisions about any supports or services that a participant and/or their parent(s) and or legal guardians requested be authorized through the CLTS Waiver Program.
7. Within 90 days: You have the right to appeal any decision about functional eligibility determinations for recertification. These decisions occur during a child's or youth's annual recertification for continued enrollment.

F. Actions by Waiver Agencies that are Subject to Appeal

You have the right to appeal the waiver agency action/decision before the action/decision is implemented. You must be notified, in writing, of any decision that is subject to appeal and be given not less than 10 days to request an appeal.

The following actions or decisions made by waiver agency may be appealed by waiver participants or their parents (of children) or guardians via a fair hearing by the Department of Administration, Division of Hearings and Appeals.

1. **Denial of Eligibility**—You can appeal any denial of program eligibility.
2. **Termination of Eligibility**—You may appeal any proposed termination of program eligibility.
3. **Termination of Waiver-Covered Services¹**—You may appeal any proposed termination of any waiver-covered service, regardless of the reason given for the termination.
4. **Reduction of Waiver-Covered Services**—You may appeal any proposed reduction in a waiver-covered service, regardless of the reason given for the reduction.
5. **Choice Between Institutional and Community Services**—You may appeal any failure of the waiver agency to give you the choice between institutional and community services. This appeal right does not apply when a court has ordered your community placement and services as the least restrictive and/or most integrated alternative.
6. **Choice of Type of Service**—You may appeal any failure by the waiver agency to give you a choice between different types of community services covered by the waiver, when the cost of the services are equivalent. This applies only when each of the different, covered services are appropriate to your needs and are capable of helping you achieve your desired outcomes.
7. **Denial of Choice of a Qualified Service Provider**—You may appeal any failure to give you (the participant) a choice among qualified providers when the cost of the covered services required to address your assessed needs and desired outcomes are equivalent.
8. **Denial of Authorization of an Item or Service**—You may appeal any decision by the waiver agency to deny or limit coverage of a requested service or item for any reason, if the service or item is covered by the CLTS Waiver Program.

G. Where You Can Get Help

1. Persons with developmental disabilities or mental illness may contact:

Disability Rights Wisconsin Located online at www.disabilityrightswi.org

Madison Office
131 W. Wilson Street, Suite 700
Madison, Wisconsin 53703

Milwaukee Office
6737 West Washington St. Suite 3230
Milwaukee, Wisconsin 53214

¹ Services listed in service plans that are not authorized through the CLTS Waiver Program are not considered to be waiver-covered services.

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Telephone: 608-267-0214 or
1-800-928-8778 (toll-free, voice, or TDD)
Fax: 608-267-0368

Telephone: 414-773-4646 (Voice) or
1-800-708-3034 (toll-free)
Fax: 414-773-4647

Rice Lake Office

217 W Knapp Street
Rice Lake, WI 54868
715-736-1232 (voice) or 1-877-338-3724 (toll-free)
Fax: 715-736-1252

TTY number for all three offices: 888-758-6049

H. Applicant / Participant Responsibilities

B. There are specific responsibilities you must meet when you apply for or participate in the CLTS Waiver Program. If you do not meet these responsibilities, you may become ineligible for the program. Reporting changes in your circumstances is very important to maintain your eligibility. Changes should be reported promptly to the waiver agency, generally within 10 calendar days of when the change occurs.

1. Maintain contact with your Support and Service Coordinator and participate in service planning and recertification activities.
2. Report if you move.
3. Report incidents, as directed by the waiver agency and outlined in the Family Guide to Incident Reporting ([P-00069A](#)).

My signature below indicates that I have been informed of and understand my rights and responsibilities under the CLTS Waiver Program. I have received this information verbally and in writing.

SIGNATURE – Participant/Guardian	Date Signed
SIGNATURE – Support and Service Coordinator	Date Signed