



Consumers of Home and Community Based Services

Your Rights and Responsibilities

You Have the Right to:

- Choose and receive services if you are eligible, funding is available, and a Qualified Service Provider (QSP) is available
- Timely and adequate notice of decisions about your eligibility
- Choose your Qualified Service Provider and change Qualified Service Providers
- Choose your case manager
- Confidentiality
- Privacy, dignity, and respect
- Be free from unlawful discrimination
- Be free from abuse, neglect, and exploitation
- Have your property treated with care
- Direct your care plan, within program guidelines
- Be free from coercion
- Be free from restraints except for the limited use of restraints in adult residential settings as described in NDCC 50-10.2-02 (1)
- Be informed about service costs
- Have services completed as agreed upon
- Voice complaints and concerns
- Appeal decisions to the Appeals Supervisor, 600 E. Boulevard Ave., Dept. 325, Bismarck ND 58505

As a Client and/or Legal Decision Maker, it is Your Responsibility to:

- **Contact the Case Manager** if you move to a new location or change your phone number
- **Contact the Case Manager** if your service needs to change (the change may be an increase or decrease in needs)
- **Contact the Case Manager** if you want to change providers
- **Contact the Case Manager and report true and complete information** about any changes in your finances that may affect your eligibility for the services you receive (the changes may be an increase or decrease in monthly income or assets or both)
- **Direct the care** provided by the Qualified Service Provider as specified on "Authorization to Provide Services" form
- **Contact the Case Manager** if services are not provided as agreed upon
- **Be available** for an in-home visit by a home and community-based services (HCBS) case manager or a representative of the Department of Human Services
- **Pay any cost-share** that you are required to contribute towards the services you receive
- **Participate** in all care plan meetings with the HCBS Case Manager

If you are receiving services of Case Management AND In-Home Services by the same agency and you are uncomfortable reporting any problems/concerns to your Case Manager, the state HCBS office is available to you at (855) 462-5465 or (701) 328-4601 to assist you in addressing your problems/concerns.

It is the Case Management Entity's Responsibility to:

- Respond to requests for information in a timely manner
- Treat individuals with dignity and respect
- Respect the privacy of confidential information
- Treat individuals who are in similar situations equally
- Allow the individual to direct his/her care plan, within program guidelines
- Allow the individual to choose the Qualified Service Provider to perform services
- Report any suspected fraud, concealment, or misrepresentation of information provided by the client or legal representative as it relates to eligibility for HCBS

If You Suspect Fraud or Abuse, Report it to ND Medicaid:

- By completing the Suspected Fraud Referral (SFN 20) found at:
<https://www.nd.gov/eforms/Doc/sfn00020.pdf>
- By calling (800) 755-2604 or (701) 328-4024
- By email at medicaidfraud@nd.gov
- By letter at:
Surveillance Utilization Review Administrator
c/o Medical Services Division
600 E Boulevard Ave, Dept 325
Bismarck ND 58505-0250
- By fax at: (701) 328-1544

Case Manager's Name: _____

Case Manager's Phone Number: _____

Client's/Legal Representative's Signature: _____

Date: _____

ND Department of Human Services
600 E Boulevard Ave, Dept. 325
Bismarck ND 58505-0250
(701) 328-2321 – (800) 755-2604 – TTY (701) 328-3480
www.nd.gov/humanservices