

Know Your Rights

✎ You have the right to challenge decisions made by the Scioto County Board of DD that reduce or eliminate your services, or if you are found ineligible for services. For Early Intervention services, your complaint must be resolved within 30 days.

✎ You have the right to a written copy of the appeal process or complaint procedure that you will use.

✎ You have a right to choose a person to help you file a complaint or appeal.

✎ You have the right to ask the County Board for someone to help you through the process.

✎ You have a right to copies of records about you that are kept by the County Board.

✎ You have a right to know what services are provided by the County Board and to know what criteria was used in the decision about your services.

✎ If you are on a waiting list for services, you have the right to receive services in the order in which your name appears on the waiting list. However, exceptions are made for individuals whose situations are considered to be emergencies or are included in pre-determined priority groups.

Contacts

Scioto County Board of Developmental Disabilities

Adult Day Services - 740-353-7945

Community Employment - 740-353-1505

Early Intervention - 740-354-3995

Family-Directed Services - 353-4677

HIPAA Privacy Officer - 740-353-0636

Intake/Eligibility - 740-353-8448

Service & Support Admin. - 740-353-4677

Superintendent's Office - 740-353-0636

Transportation - 740-353-0667

Vern Riffe School - 740-353-1876



Scioto County Jobs & Family Services

740-354-6661



Disability Rights Ohio

Formerly: Ohio Legal Rights Service

50 West Broad Street, Suite 1400

Columbus, Ohio 43215-5923

Voice: 1-800-282-9181

or TTY 1-800-858-3542



Ohio Department of

Developmental Disabilities

30 East Broad Street, 12th Floor

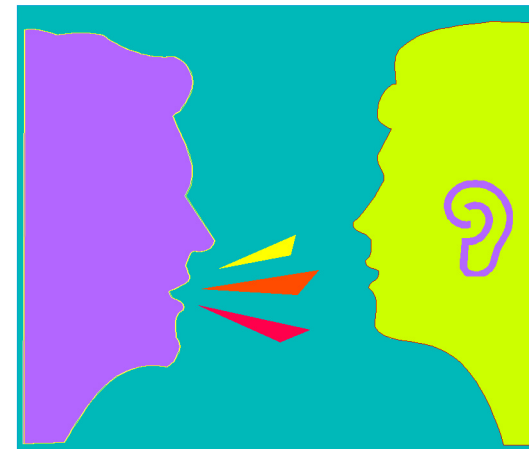
Columbus, Ohio 43215-2541

Main Number: 1-877-464-6733

TDD services: 1 (800) 750-0750

Abuse/Neglect Hotline: 1-866-313-6733

When we cannot agree...



Scioto County Board of
Developmental Disabilities
www.sciotocountydd.org

Using the Right Path

There are several complaint procedures and appeal processes that apply to the services provided by the Scioto County Board of DD. The one you should use is determined by the type of service at issue. A representative of the County Board can help you determine which procedure is appropriate.

➤ For disagreements about eligibility for all programs, except preschool and school services, the Board has an Administrative Resolution of Complaints Policy that should be used. This policy applies to services received through such programs as Early Childhood Intervention, Family Support Services, Adult Day Services, and any others not specifically listed. Any County Board office should be able to supply you with a copy of this policy.

➤ For disagreements over preschool and school services and the Individual Education Program, the Ohio Department of Education Due Process procedure is the most appropriate one. Ask the school principal for a copy of this policy.

➤ For disagreements regarding services provided with Medicaid funding, it is the Ohio Department of Jobs and Family Services (DJFS) appeal process that must be followed. The SSA staff can provide this and contact information for the local DJFS Office.



➤ Complaints about delegated nursing services must be referred to the Ohio Board of Nursing. The program nurses or the superintendent's office (Room 211 in Vern Riffe School) can give you this document.

➤ Disagreements between non-Medicaid Supported Living providers and clients are resolved using yet another process. Details can be found in Attachments A and B of your Supported Living provider contract.

➤ There is also a process to report suspected violations of HIPAA privacy protections. Contact the County Board's HIPAA privacy officer in the Superintendent's Office.

Good to Know

◆ Some appeal processes have time limits. It is best to act as quickly as possible when deciding to file an appeal. The County Board must supply you with a copy of the appeal process or complaint procedures when you ask for them.



◆ Ask for a copy of the criteria used to determine eligibility or the reasoning behind a cut in services. This information may have an impact on your appeal.

◆ When appealing a reduction or termination of services, these services should continue unchanged until the end of the appeal process. For services provided through Medicaid waivers, this appeal must be filed within 15 days for this to be true.

◆ If you receive services through the Scioto County Board of DD, you should also receive notice of your appeal rights annually. Often this information is given out during meetings to develop your service plan: an Individual Family Service Plan for ages birth to three, an Individual Education Program for ages 3 to 21 or an Individual Service Plan for those over 18 years old and no longer in school.

Things to Ask

- ◆ What is an appeal?
- ◆ How long will an appeal take?
- ◆ Will it cost me money to appeal?
- ◆ How do I get a copy of my records?
- ◆ Do I have to pay for copies?
- ◆ Why did the County Board make this decision?

