

What are your Rights in the Home & Community Based Services (HCBS) Waiver Programs Service Plan Development Process?

After you have been approved for one of the HCBS waivers, you and your Supports Coordinator (who is also called a Service Coordinator or Care Manager depending on your waiver program) work together to develop an Individual Service Plan (ISP). The ISP details what waiver services you will receive, how frequently you will receive them, and who will provide them. The ISP also includes other services and informal supports that are available to help meet your needs. Your Supports Coordinator will help you to:

- Understand all of the Waiver services available;
- Create your ISP;
- Obtain the services included in the ISP;
- Contact people or agencies that can support you; and
- Manage your waiver services.



The ISP development process is very important as your Waiver program will only cover/pay for those services included in the ISP. As a consumer, you have many rights in the ISP development process including:

- The right to have help from family, friends, advocates or anyone else you choose;
- The right to use an interpreter if you do not speak English;
- The right to have someone to speak for you if you do not speak English;
- The right to contact and talk with your Supports Coordinator before the service planning meeting(s);
- The right to pick who to invite to the meeting(s);
- The right to have the service planning meeting(s) at times and locations that work best for you;
- The right to choose service providers (including Supports Coordination providers) during the enrollment process, before services begin, and at any time during the year if you request a change of providers;
- The right to make decisions about your waiver services (including the right to refuse services);
- The right to change your service model (that is, using a consumer model, an agency model, or a combination of the two) at any time by notifying your Supports Coordinator or contacting the Office of Long Term Living (1-866-286-3636).

Although the ISP is generally in place for a year, individuals can request that their ISP be changed during the year if their needs change or their caregiver situation changes. However, sometimes changing your ISP can be difficult because the Waiver programs have limited funding. Please know that if you do not agree with the ISP as developed or if your request to have your ISP changed is denied or your ISP is not changed enough to meet your needs, you can file an appeal. Please see our HCBS Waiver Appeal Fact Sheet for more information.



The Pennsylvania Health Law Project provides free legal services and education to low-income individuals, seniors, and persons with disabilities who have problems accessing healthcare through publicly-funded health insurance programs. For information or assistance, call our statewide Helpline at (800) 274-3258 or (866) 236-3610 TTY.