

SECTION I. General Policies

- A. Choices for Care services shall be based on person-centered planning, and shall be designed to ensure quality and to protect the health and welfare of the participants receiving services.
- B. Choices for Care services shall be provided in a cost-effective and efficient manner, preventing duplication of services, unnecessary costs, and unnecessary administrative tasks. The Department of Disabilities, Aging and Independent Living (DAIL) shall manage Choices for Care services so as to use resources efficiently, and to maximize the benefits and services available to the greatest number of eligible participants.
- C. DAIL shall administer the Choices for Care waiver in accordance with Choices for Care 1115 Long-Term Care Medicaid Regulations, the CMS terms and conditions, and applicable state and federal law.
- D. Eligible participants shall be informed of feasible service alternatives.
- E. Consistent with federal terms and conditions, DAIL shall have the authority to implement different elements of the Choices for Care program at different times.
- F. DAIL encourages any applicant or participant who disagrees with a decision to contact the DAIL staff person who made the decision to try to resolve the disagreement informally.