

**WAC 388-106-1305 What if I disagree with the result of the CARE assessment and/or other eligibility decisions made by the department?**

(1) You have a right to contest the result of your CARE assessment and/or other eligibility decisions made by the department. The department will notify you in writing of the right to contest a decision and provide you with information on how to request a hearing.

(2) Additionally, if you believe that you need more in-home personal care services than the CARE assessment has authorized for you, and you believe that your situation meets the criteria in WAC 388-440-0001(1) for an exception to rule (ETR), you may request additional personal care services.

(a) Requests may be made to your case manager or local HCS, AAA or DDA field office, either verbally or in writing.

(b) Requests that are approved at the field level will be forwarded to the ETR committee located in Olympia for a final decision.

(c) If your request is denied at the field level:

(i) You will receive a written notification.

(ii) You may request a headquarters review of your request by contacting your case manager or local HCS, AAA or DDA field office or by contacting the headquarters committee directly.

(d) You will be notified in writing whether additional ETR hours are approved or if your request was denied.

[Statutory Authority: RCW 74.08.090 and 74.09.520. WSR 14-09-015, § 388-106-1305, filed 4/4/14, effective 5/5/14; WSR 05-11-082, § 388-106-1305, filed 5/17/05, effective 6/17/05.]