

A person may file a grievance concerning a decision that affects the eligibility status of personal assistance services or the provision or denial of personal assistance services.

(A) The grievant shall first discuss the decision with the PCA program coordinator within five working days of the decision.

(B) A grievant unsatisfied with the PCA program coordinator discussion shall request informal review with the OOD program supervisor within ten working days of the discussion with the PCA program coordinator. The request shall be submitted in writing stating the reason for the request and the requested remedy.

(C) A grievant unsatisfied with the OOD program supervisor decision, shall request an administrative hearing within ten working days of OOD sending the program supervisor's decision. The administrative hearing shall be conducted in accordance with rule 3304-2-62 of the Administrative Code. The independent hearing officer's decision shall be final.

(D) Applicants and participants shall be informed in writing of their appeal rights under this rule at the time they are notified of the eligibility status decision in the person's preferred format.