

Your Right to Take Part in Person-Centered Planning and Decisions

You are the center of your service plan. Person-centered planning means your plan is built around what is important to you — your goals, strengths, preferences and the way you want to live in your community.

What you can expect

- To lead your planning meetings to the extent you choose, and to invite family, friends, advocates or other people you trust. ^{[1][2][3]}
- To have meetings held at a time and place convenient for you, and to receive information in plain language and in a way you understand. ^{[1][4]}
- To receive a comprehensive needs assessment and reassessment, at least annually and whenever your needs change. ^{[3][5]}
- To have your Person-Centered Service Plan (PCSP) reflect your goals, preferences, strengths, risks and the paid and unpaid supports you choose. ^{[1][3][6]}
- To choose among qualified providers and the services and settings available to you, including the option to self-direct services where offered. ^{[1][7]}
- To take part in decisions about your care, including the right to refuse services, and to be informed of the possible results of your choices. ^{[4][8]}
- To review, agree to and receive a copy of your service plan, and to ask for changes at any time. ^{[1][3][6]}

Your Service Coordinator's role

Your Service Coordinator helps you prepare for planning, completes assessments, develops and updates your plan with you, helps you choose providers, monitors that services are delivered as planned, and makes changes when your needs or goals change. ^{[6][9][10]}

If you disagree with your plan

Tell your Service Coordinator or their Team Manager. If a service is denied, reduced, suspended or ended, you will receive a written notice explaining your right to file a complaint, grievance or fair hearing request. See PCC's document "Complaints, Grievances, and Appeals." ^[11]

Who to contact

Patient Care Coordination, Inc. (PCC)	475 N. 5th Street, Suite 2A, Philadelphia, PA 19123
Phone	215-725-7200 (Mon–Fri, 9:00 a.m.–5:00 p.m.) · After hours: 215-725-7200, Option 9
TTY / Relay	711 (PA Relay) · Fax: 215-725-7201 · www.patientcarecoordination.com
PA Health & Wellness Participant Services (CHC)	1-844-626-6813 (TTY 711)
OLTL Participant Helpline (CHC, OBRA Waiver, Act 150)	1-800-757-5042

Sources and citations

Numbers in brackets in the text refer to the authorities below. This document summarizes participant rights and is not legal advice; the governing regulations, agreements and notices control. Program-specific timeframes are stated on written notices and in the Participant Handbook.

- [1] 42 C.F.R. § 441.301(c) — Home and community-based services: person-centered planning process (c)(1), person-centered service plan (c)(2), review of the plan (c)(3), and HCBS settings requirements including privacy, dignity, respect and freedom from coercion (c)(4).
- [2] Pennsylvania 1915(c) Home and Community-Based Services Waivers (CHC and OBRA), Appendix D — Participant-Centered Planning and Service Delivery (42 U.S.C. § 1396n(c)).
- [3] Community HealthChoices Agreement (effective January 1, 2026), Sections V.E (Comprehensive Needs Assessments and Reassessments), V.F (Person-Centered Planning Team Approach Required), V.G (Person-Centered Service Plans) and Exhibit Z — Person-Centered Service Planning.
- [4] 42 C.F.R. § 438.10 — Information requirements, incl. § 438.10(d) (language and format: free oral interpretation, taglines, auxiliary aids, alternate formats) and § 438.10(g) (participant handbook content, including covered benefits and how to obtain benefits not covered).
- [5] NCQA, Accreditation of Case Management for LTSS — Standards and Guidelines: Assessment Process and Person-Centered Care Planning and Monitoring.
- [6] 55 Pa. Code § 52.25 — Service plan.
- [7] 42 C.F.R. § 431.51 and 42 U.S.C. § 1396a(a)(23) — Free choice of qualified providers.
- [8] 42 C.F.R. § 438.100 — Enrollee rights (Medicaid managed care), incl. § 438.100(b)(2) (respect, dignity, privacy; participation in decisions) and § 438.100(c) (free exercise of rights without adverse treatment); § 438.100(d) (compliance with Title VI, the Age Discrimination Act, Section 504, the ADA and Section 1557).
- [9] 55 Pa. Code § 52.26 — Service coordination services.
- [10] Community HealthChoices Agreement (effective January 1, 2026), Sections V.J (Service Coordination) and V.Z (Selection and Assignment of Service Coordinators).
- [11] Community HealthChoices Agreement (effective January 1, 2026), Section V.R and Exhibit G — Complaint, Grievance, and Fair Hearing Processes.