



## Ohio Administrative Code

### Rule 3304-4-03 Grievances.

Effective: November 15, 2024

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A person may file a grievance concerning a decision that affects the eligibility status for the personal care assistance (PCA) program or the provision or denial of personal assistance services.

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

(B) A grievant unsatisfied with the PCA program coordinator discussion shall request informal review with the OOD PCA program designee within ten business 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 PCA program designee's decision, shall request an administrative hearing within ten business days of OOD sending the PCA program designee'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) Eligible individuals 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.

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