



## **Your Appeal Rights to the Aging Services Access Point**

If you disagree with the decision of the Aging Services Access Point (ASAP), you can dispute the decision by requesting a Review.

### **Your Rights**

- You can be heard at a Review meeting.
- You can see and copy (at your expense) your file during business hours.
- You can choose a person to represent you at the Review.
- You can ask that the Review take place over the telephone.

### **Review Process**

A Review is an informal meeting held to resolve a disagreement between you and the ASAP agency. It is held by the Internal Review Committee of the ASAP. Reviews may be held in your home, at your ASAP, or by telephone. If it is held in person, you must either attend the Review or send someone to represent you. If it is held over the telephone, you will be talking about your situation during a phone call with a representative from the Internal Review Committee.

At the Review, you or your representative will have the chance to say why you disagree with the decision. You can present your evidence and witnesses. You or your representative can ask questions about the information presented by the ASAP. You may also ask questions about your appeal to any person speaking for the ASAP or giving evidence for the ASAP.

If you disagree with the result of the ASAP Review, you have the right to appeal that decision to the Executive Office of Elder Affairs.

To initiate the Review process, please fill out the attached form and send it to the ASAP within 30 calendar days from when you get the Notice of Action. If you do not send the Request for Review within that time, you will lose your right to appeal.

Attachment: Request for Review