

APPEAL PROCESS FOR GENERIC SERVICES

What are Generic Services

You may receive funding for some of your services from other agencies. These are called generic services. Generic services include In-Home Supportive Services (IHSS), Medi-Cal, California Children's Services (CCS), Department of Rehabilitation (DOR) or educational services from your local school district. Each agency that provides generic services has an appeal process. The appeal process will be different from the regional center appeal process.

Information You Will Get if Your Generic Services Are Denied, Reduced or Changed

If your generic services are denied, reduced or changed, the agency that provides those services will send you a Notice of Action (NOA). The NOA will explain how to file an appeal and the deadline for starting your appeal. The deadlines may be different than the deadlines for appealing a regional center decision.

Steps You Can Take If Your Generic Service Is Being Changed or Stopped

If your generic services are denied, reduced or changed, you may take one or more of these steps:

1. Contact your regional center service coordinator. You may ask your service coordinator to help you get the generic services. You may also ask for an Individual Program Plan (IPP) meeting to discuss your service needs if you can't get the generic service.
2. If you disagree with the generic agency's decision, you may appeal. The NOA tells you how to file an appeal. You will use the generic agency's appeal process (not the regional center appeal process). The deadlines for filing an appeal may be shorter than those for appealing a regional center decision. You should carefully read the appeal information.
3. Ask for help. Other agencies that may be able to help you appeal a denial for generic services may be found here: [Consumer Resources - CA Department of Developmental Services](#) under Advocacy.

Where To Find More Information About Generic Agencies' Appeal Processes

Information about some of the common generic service agencies' appeal processes is listed below:

- **IHSS:** <https://www.cdss.ca.gov/inforesources/ihss/ihss-providers/how-to-appeal-if-you-are-denied>
- **Medi-Cal:** <https://www.dhcs.ca.gov/services/medi-cal/Pages/Medi-CalFairHearing.aspx>



- **CCS:** <https://www.dhcs.ca.gov/formsandpubs/forms/Documents/DHCS-4480.pdf>
- **DOR:** <https://www.dor.ca.gov/Home/ResolvingDisputesandComplaints>
- **IEPs:** <https://www.dgs.ca.gov/OAH/Case-Types/Special-Education/Self-Help>
- **ABA services provided to regional center clients:**
www.dhcs.ca.gov/services/medi-cal/Documents/BHT_FAQ_12-18-18.pdf

How to Get Help

You may get help to understand your appeal rights. Some agencies that may be able to help are found by clicking the "Getting Help" tab at:

<https://www.dds.ca.gov/general/appeals-complaints-comments/fair-hearings-complaint-process/lanterman-act-appeals-information-packet/>

