

**Tennessee Department of Human Services  
INSTRUCTIONS FOR USE OF FORM HS-3489,  
SSBG Refusal of Services**

**1. Purpose of the form**

Provides documentation of client's informed choice not to receive services

**2. When it is used**

Any time a client chooses to decline or discontinue services

**3. Who completes the form**

Provider agency staff

**4. An explanation of what goes into any field that is not clearly self-explanatory or any additional information needed to process this form (e.g. routing, processing etc.)**

n/a

**5. Who needs the original and where should it be filed**

Provider agency's client's file

**6. Who needs a copy and where should it be filed**

Provider agency's client's file

**7. Length of time the form must be maintained after the service is rendered/case closed**

6 years