**Section 220.200 Client Cooperation**

a) Clients must cooperate:

1) In the determination of eligibility;

2) With Department programs (quality control and compliance audits) conducted for the purpose of acquisition or verification of information upon which eligibility or level of care may depend;

3) In applying for all benefits which support the cost of in-home care for which they may qualify and to avail themselves of such benefits at the earliest possible date.

b) Clients are required to avail themselves of all potential resources that may reduce the cost of in-home care to the Department.

c) When eligibility cannot be established or level of care determined because the client is unwilling or fails to provide essential information or to consent to verification (if requested) the client is ineligible.

d) Refusal to cooperate means that the household is able to cooperate but clearly demonstrates that it will not take action that it can take, and that is required to complete an eligibility determination. If the household has merely failed to cooperate, rather than refused to cooperate, the application will not be denied or benefits terminated.