**Section 240.425 Informal Review**

When an appeal is received by the Department, the Department shall proceed to conduct an informal review of the action or inaction serving as the basis of the appeal.

a) The purpose of an informal review shall be to determine the facts in the appealed action or inaction.

b) If the basis for the appeal involves the functioning of the participant in his/her environment or if the Department is unable to arrive at a decision based upon the facts presented, the Department or it's designated agent may conduct a face-to-face review in the participant's home.

(Source: Amended at 42 Ill. Reg. 20653, effective January 1, 2019)