**Section 240.610 Establishing Initial Eligibility**

a) Once a participant/authorized representative has contacted the CCU, establishing initial eligibility is the joint responsibility of the participant/authorized representative and the CCU.

b) It is the responsibility of the participant/authorized representative to provide the factual information necessary to establish eligibility. Should the participant/authorized representative be unable to do so, CCU staff, with the consent of the participant/authorized representative, shall assist in obtaining this information.

c) If the participant/authorized representative refuses to give consent, and information needed for eligibility determination is, therefore, unavailable, the request for services shall be denied.

d) If a home visit, as required by Section 240.620, is made at the address provided by the participant/authorized representative and the participant cannot be located, the request for services shall be denied.

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