**Section 240.910 Written Notification**

Each participant requesting CCP services shall receive written notification of eligibility or ineligibility to receive CCP services.

a) Written notification shall be sent to the participant/authorized representative within 15 calendar days after the date of the completed determination of eligibility.

b) The written notification shall contain the following statement:

NOTICE

If you have been found eligible for Community Care services, you should begin receiving services within 15 calendar days after the date of this Notice. If a homecare aide has not come to help you within 15 calendar days, you can hire your own homecare aide (including a friend or relative) to provide the amount and type of Community Care services specified in this Notice. The Department on Aging will pay the homecare aide you have hired to the extent authorized by the CCP Participant Agreement. Payment shall continue until the Department's approved provider initiates provision of Community Care services to you.

c) If it is necessary for the participant/authorized representative to hire his/her own homecare aide due to the failure of the authorized provider to provide CCP services within 15 calendar days, the temporary services and payment for those services shall terminate immediately upon initiation of service provided by a CCP approved provider. (See Section 240.1580(c).)

d) If a participant is determined ineligible and request for CCP services is denied, the written notification shall be sent to the participant/authorized representative by certified mail, return receipt requested, or given to the participant/authorized representative personally, in which case the participant/authorized representative shall provide a signed and dated receipt for the notice. The notice shall clearly state the reason for the denial and shall advise the participant/authorized representative of his/her right to appeal the decision. (See Section 240.400.)

e) If a participant is denied because of death, the notice may be sent by regular mail.

f) The date of the written notice of eligibility or ineligibility shall be the same date as the date of mailing. The provider shall be notified on the same date of mailing as the participant.

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