**Section 510.60 Service Notice**

a) This Section applies to VR and HSP customers only.

b) When an individual applies for VR or HSP services from DHS-ORS, the individual must be informed that DHS-ORS notifies customers whenever it denies, modifies or terminates a service or services, if not mutually agreed upon, and of the right to action within 60 calendar days after a request for an application. DHS-ORS must send the customer a service notice at least 15 working days before the effective date of the action.

c) Any action mutually agreed upon must be so documented in the customer's case file.

d) The service notice must:

1) contain the name, address and telephone number of the person to whom the request for a hearing must be made;

2) outline the action;

3) state the basis for the action;

4) give the effective date of the action; and

5) inform the customer of the right to a hearing in the matter and of the specific means of initiating the hearing.

e) For issues related to the disposition of services during the hearing process, the customer must be advised that DHS-ORS will continue to provide the disputed services until DHS-ORS final decision has been rendered unless:

1) the services being provided were obtained through misrepresentation, fraud, collusion or criminal conduct on the part of the customer;

2) the service has been planned but not commenced; or

3) the customer, or as appropriate, the customer's parent, family member, guardian, advocate or duly authorized representative requests the service be terminated. Continuances in the proceeding shall not be issued for the purpose of extending services.

f) A service that is the subject of an appeal will not continue if the change is:

1) initiated by the customer;

2) unilaterally initiated by a service provider other than DHS-ORS;

3) planned or authorized, but not commenced; or

4) contraindicated on the basis of medical or psychological information contained in the customer's case record.

g) In no event will a disputed service continue past the ending date on the Individualized Plan for Employment (IPE) for VR and Community Residential Services for the Blind and Visually Impaired (CRSBVI) customers unless the customer and counselor agree to an extension IPE to be in effect pending the outcome of the hearing.

(Source: Amended at 27 Ill. Reg. 9576, effective June 13, 2003)