**Section 755.115 Application Procedure and Processing**

a) Applications shall be made available to the public at all selection centers and at the request of hearing care professionals, medical, educational or services agencies that serve persons with disabilities as defined in Section 755.10, or any other similar entity. The application form shall contain:

1) A description of the application process for service under this Part;

2) A certificate to be filled out according to the provisions of Section 755.200, certifying the applicant as a person with a disability;

3) Information to be completed by the prospective recipient, including but not limited to his/her full name, address, last four social security number digits, birth date, telephone number, carrier, wireless carrier or VoIP provider, and the name of the person to whom telephone service is billed; and

4) A section for the prospective recipient to sign, if the prospective recipient is acting for a minor user.

b) Assistance in completing application forms shall be provided at selection centers and through ITAC.

c) Applicants shall complete (or have completed) all forms, attach all documentation required by ITAC to establish eligibility, and mail the completed application to ITAC.

d) Upon receipt of a completed application, ITAC shall process all applications. In no event shall the ITAC, on behalf of the carriers, take more than 21 calendar days to verify an applicant's eligibility. If ITAC, on behalf of the carrier, determines that it cannot make a decision within 21 days because the application is incomplete or contains inaccurate information, it must immediately notify the applicant upon making this determination and solicit clarification and additional information from the applicant in order to determine the applicant's eligibility.

e) Processing of applications by ITAC, on behalf of the carriers, shall consist of a review for completeness and verification of eligibility.

f) Upon request, ITAC shall provide an applicant with:

1) a description of the Advisory Council and its role as liaison to persons with disabilities; and

2) the office telephone number of the Staff Liaison.

(Source: Amended at 41 Ill. Reg. 5401, effective May 5, 2017)