**Section 102.35 Case Records**

a) The case record is a business record established by the Department and it shall constitute the Department's official record concerning clients and applicants. It consists of all information obtained by the Department to determine a client's or applicant's eligibility for medical assistance, and it may include paper and electronic documents, information obtained from electronic and other data sources, and notes about the case.

b) The case record shall indicate the basis for approval or denial of the eligibility.

(Source: Amended at 38 Ill. Reg. 5944, effective February 26, 2014)