**Section 240.430 Informal Review Findings**

a) Based on the recommendation, the Director will:

1) Dismiss the appeal based on any of the factors listed in Section 240.436, after which the appellant/authorized representative may request reconsideration within 15 days after receipt of the Director's decision consistent with Section 240.436;

2) Uphold the appeal and the appeal file shall be closed;

3) Modify the original action and the appellant/authorized representative may request a hearing within 15 calendar days after receipt of the Director's decision; or

4) Deny the appeal, which will then be automatically referred to the Department of Healthcare and Family Services' Fair Hearings Section.

b) The Director's decision shall be in writing and sent by mail or email (if consented to) to the appellant/authorized representative.

c) If a hearing is withdrawn within 15 days after receiving notice of the Director’s decision, the Director's decision is a final administrative decision. The Department will make any planned change in services, which had been delayed pending the outcome of the appeal, immediately and will notify all parties to the appeal in writing.

(Source: Amended at 48 Ill. Reg. 11053, effective July 16, 2024)