**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) If the participant has not received a homecare aide within 15 days of the Notice of Eligibility, the participant/authorized representative may find their own homecare aide in accordance with Section 240.270. The Notice of Eligibility must contain a statement informing the participant/authorized representative of this right.

c) If it is necessary for the participant/authorized representative to hire their 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 mail, email, 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 their right to appeal the decision.

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

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