**Section 270.148 Home Care Ombudsman Services**

45 CFR 1324.19 (2016), the federal regulations relating to the duties of the representatives of the Office, are incorporated by reference. Ombudsman policies and procedures also apply. Home care service components of the Program include, but are not limited to:

a) Identifying, investigating and resolving or referring complaints made by or on behalf of participants relating to actions, inactions or decisions of service providers, or their representatives, public agencies, or social service agencies that may adversely affect the health, safety, welfare or rights of the participants;

b) Providing services to protect the health, safety, welfare or rights of participants;

c) Ensuring participants have timely access to the services provided through the Program and that participants and complainants receive timely responses to requests for information or complaints; and

d) Consulting and providing community education.

(Source: Added at 43 Ill. Reg. 980, effective January 1, 2019)