**Section 677.10 Assurance of Customer Rights**

The Department shall assure that Customers receive an explanation of their rights. A copy of the HSP Customer Bill of Rights shall be provided to all Customers during the initial determination of eligibility, at the annual redetermination of eligibility, change in services, case closure, and upon request by the Customer.

(Source: Amended at 46 Ill. Reg. 20850, effective December 19, 2022)