**Section 686.1520 Hiring Individual Providers and Backup Individual Providers**

a) Customers must hire sufficient Individual Providers to cover the weekly hours on their Service Plans without incurring unauthorized overtime.

b) The Customer is required to identify a backup caregiver on their service plan. The backup caregiver can be a non-paid caregiver, an additional Individual Provider, or agency to cover those times when a regularly-scheduled Individual Provider is unable to work or provide services.

c) Before paid services can be provided to a Customer, all Individual Providers must:

1) meet program requirements for HSP;

2) complete all required enrollment forms that are available through the HSP local offices, the Department’s website, or if applicable, the Customer’s Managed Care Organization (MCO);

3) be enrolled in the program's electronic timekeeping system; and

4) be enrolled in the Illinois Department of Healthcare and Family Services' Illinois Medicaid Program Advanced Cloud Technology (IMPACT) system.

(Source: Amended at 46 Ill. Reg. 20865, effective December 19, 2022)