**Section 684.100 Denial or Termination of HSP Services**

HSP services shall be denied or terminated and case closure initiated at any time the Customer:

a) moves from the State of Illinois or cannot be located or contacted;

b) is determined to have a projected service cost above that of the projected cost of institutionalization, with the exceptions found at 89 Ill. Adm. Code 682.520;

c) refuses services or further services;

d) dies;

e) is institutionalized and not expected to be released for a period to exceed 60 calendar days;

f) has been referred to another agency for the same or similar services and no longer requires or is eligible for HSP services;

g) fails to conduct himself or herself in an appropriate manner (e.g., commits physical, sexual or repeated verbal abuse against a DHS employee, provider or agent providing services through HSP; knowingly provides false information; or performs illegal activity that would have a direct and negative effect on the Home Services Program);

h) is not, or is no longer, at risk of institutionalization due to improvement of his or her condition;

i) fails to meet other eligibility criteria found at 89 Ill. Adm. Code 682 as a result of an initial determination of eligibility or redetermination of eligibility;

j) fails to cooperate (e.g., refuses to complete and sign necessary forms, fails to keep appointments, fails to maintain adequate providers);

k) cannot have a safe and adequate Service Plan developed for him or her as a result of the original determination of eligibility or redetermination of eligibility; or

l) fails to comply with HSP requirements.

(Source: Amended at 41 Ill. Reg. 8446, effective August 1, 2017)