

# Things you need to know about the Community Care Program

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## Applying for Services

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### How do I call the Illinois Department on Aging?

The Department's Senior HelpLine toll-free number is:  
**1-800-252-8966** (Voice); 1-888-206-1327 (TTY)

### What services are available under the Community Care Program?

The following described services are available under the Community Care Program (CCP):

- ✧ **Homemaker:** Offers non-medical support by supervised homemakers who have received specialized training in the provision of homemaker services. Homemakers perform/assist in client's personal care tasks, such as dressing, bathing and grooming, and environmental tasks, such as meal preparation, laundry, light housekeeping and shopping.
- ✧ **Adult Day Service:** Care and supervision of clients in a group setting outside the client's home. Services may include counseling, exercise therapy and social activities. Adult day service gives you the opportunity to meet others of your age group, enjoy a hot meal together, work at crafts together, etc. Transportation to the center is provided or arranged.
- ✧ **Senior Companion:** Scheduled visits by an older adult to provide friendship, companionship and social activities.
- ✧ **Emergency Home Response Service:** Offers a 24-hour electronic device that enables eligible clients to secure help in an emergency.

### Other services may be available:

Services other than CCP that you may be eligible for may require you to pay all or a portion of the cost. The case manager will assist you in determining all your needs and will advise you if there is a charge.

### What is a Case Coordination Unit?

Your Case Coordination Unit (CCU) is a local agency with case managers ready to help you identify and arrange needed services.

### Where is my CCU?

To find out how to contact your CCU, call the Senior HelpLine, toll-free, at **1-800-252-8966** (Voice); 1-888-206-1327 (TTY), or write to the Department. Staff of the toll-free line will help you to contact your CCU.

### What happens when I call the CCU?

If appropriate, the CCU will send you a form to complete to apply for services. If you do not receive a form within five (5) work days of your request, call the Senior HelpLine, toll-free, at **1-800-252-8966** (Voice); 1-888-206-1327 (TTY).

**You must complete and return the application in order to be considered.** You may have a friend or family member help you fill out the form and sign the application on your behalf. Once your signed application is returned to the CCU, a case manager will contact you and arrange to visit you in your home.

## Identification

Anyone who comes to your home to see you or to assist you in obtaining CCP services will have identification. You should ask to see their identification before you open your door to them. **This is for YOUR protection.**

## The home visit

The case manager will call you in advance for an appointment to meet with you in your home. The case manager will ask you about the things you are able to do for yourself and the things you are unable to do. Please answer as honestly as you can. You may have a relative, friend or representative present during the meeting. If you are unable to answer the questions, they may do it for you.

The case manager will ask you to have asset and income information available to look at during the home visit. Some of the documents that may be requested are:

- ✧ Driver's license, birth certificate or other proof of age and citizenship.
- ✧ If legal alien, the card issued by the U.S. Immigration and Naturalization Office.
- ✧ Documents regarding any assets you may have such as property, stocks, bonds, certificates of deposit, insurance policies, bank books or statements.
- ✧ Documents regarding you, your spouse's and any dependent children's income, such as pay stubs, Social Security records or letter of award, veteran's records, Railroad Retirement records, pension statements, dividend or interest statements.
- ✧ You will also be asked to obtain a statement from a physician, a nurse practitioner, a registered nurse or a Christian Science practitioner as to what he or she believes your needs for services are. The case manager can help you get this statement.

## If you are in a hospital

If you are in a hospital and want to apply for CCP services, your hospital discharge planner or case manager will help you. **If you need home services as soon as you go home**, the discharge planner will work with the Case Coordination Unit to arrange **interim services**.

## What are interim services?

Interim services are provided for people who need these services immediately and who would have to go to a nursing home right away if the home services were not provided. If you receive interim services, the case manager will visit you in your home after services are arranged. The case manager will determine if you are eligible to continue to receive services and if any changes or adjustments in service need to be made.

## If you are in a nursing home

If you are in a nursing home and want to apply for CCP services when you leave the nursing home, the nursing home discharge planner will help you. The discharge planner will work with the Case Coordination Unit to determine if you are eligible for CCP services, what services you need, and when the services would be needed.

## CCP eligibility

Your case manager will help to determine if you are eligible to receive CCP services.

## What are the eligibility requirements for CCP services?

1. You must be 60 years of age or older.
2. You must agree to submit an application for Medical Benefits through the Illinois Department of Human Services.
3. You must be a resident of the state of Illinois at the time you apply and while receiving services.
4. You must be a U.S. citizen, a legal alien, or meet the requirements of the Immigration Reform and Control Act.

5. Your point score on the Determination of Need must meet the minimum requirements. Your case manager will explain this to you.
6. You must provide proof of income received or earned.
7. You may be required to pay a portion of your cost of care. The exact amount depends on your income and the amount of care you receive.
8. You cannot own non-exempt assets having a combined value in excess of \$17,500. (Not all of your assets are counted.) (See next section.)

### **Assets that are NOT counted**

Your home and many personal belongings are not considered part of your assets and are not counted. There are other exceptions that your CCU will explain.

### **If you are found eligible**

If you are found eligible, a Client Agreement – Plan of Care will be established for you stating the type of service, the number of hours of service and the days of the week the service will be provided. (You will show you agree with this plan by signing and dating it.) Your case manager will continue to monitor your services and will make any needed changes.

### **What is freedom of choice?**

If you are found eligible, the case manager will give you a list from which you may choose the provider you want to furnish your CCP services. The agencies on the list are the providers in your area that are authorized by the Department to furnish CCP services.

### **Notice of eligibility**

If you are found eligible, a Case Action Notice of eligibility will be mailed to you. This notice must be sent or hand-delivered to you within forty-five (45) calendar days from the date the CCU receives your completed application – unless you have caused a delay in eligibility determination. The delay can be up to ninety (90) days from the date of the application.

The Case Action Notice will state the date your services will begin (effective date). You should receive services within fifteen (15) calendar days following the date the notice is sent to you.

If a notice of eligibility is not sent to you within forty-five (45) calendar days from the date the CCU received your completed application, unless you have caused a delay in your eligibility determination, you will be entitled to a payment of \$100 from the Department. If this occurs, you should call the Senior HelpLine, toll-free, at 1-800-252-8966 (Voice); 1-888-206-1327 (TTY).

### **Starting services**

Your services should begin within sixty (60) calendar days from the date the CCU received your completed application. If services are not provided to you within this time frame, you have the right to obtain a provider or individual of your choice to furnish the services until provider services can be arranged. In this event, contact your CCU and the Senior HelpLine, toll-free, at **1-800-252-8966** (Voice); 1-888-206-1327 (TTY). If you caused any delay in the provision of service, this sixty (60) calendar-day period will be extended by the number of days of your delay.

### **Notice of ineligibility**

If you are found ineligible for CCP services, you will receive a Case Action Notice by certified mail from the CCU stating clearly the reason why you are ineligible and are being denied CCP services. Please do not refuse to accept or sign for this Notice. The CCU may hand deliver the Notice, in which case the CCU will ask you to sign a receipt. The CCU will attempt to obtain services for you through other available programs.

If you do not agree with the decision of ineligibility, you may appeal that decision. (See the “Things You Need to Know – Your Right to Appeal” brochure).

# Illinois Department on **Aging**

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421 East Capitol Avenue, #100  
Springfield, Illinois 62701-1789  
217-785-3356, Fax: 217-785-4477  
[www.state.il.us/aging](http://www.state.il.us/aging)

**Senior HelpLine: 1-800-252-8966** (Voice)  
**1-888-206-1327** (TTY)  
(8:30 a.m. to 5:00 p.m., Monday through Friday)

## **ADVANCE DIRECTIVES**

For information regarding advance directives, call the Senior HelpLine.

### **Illinois Living Will Act (IL-402-0764)**

A document specifying the individual's preferences regarding measures used to prolong life when there is a terminal prognosis.

### **Power of Attorney for Property (IL-402-0755)**

Documentation that someone other than the individual is legally responsible for financial decisions if the individual becomes unable to make decisions.

### **Power of Attorney for Health Care (IL-402-0754)**

Documentation that someone other than the individual is legally responsible for health care decisions if the individual becomes unable to make decisions.

For information about services for older adults living outside of Illinois, call

## **Eldercare Locator**

**1-800-677-1116**

The Illinois Department on Aging does not discriminate in admission to programs or treatment of employment in programs or activities in compliance with appropriate State and Federal Statutes. If you feel you have been discriminated against, you have a right to file a complaint with the Illinois Department on Aging. For information, call the Senior HelpLine: 1-800-252-8966; 1-888-206-1327 (TTY).

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