**Section 677.50 Referral**

a) A Customer has the right to receive information regarding all DHS programs, including HSP.

b) A Customer has the right to be referred by HSP for other appropriate services, within and outside DHS. The Customer's permission must be received in writing prior to HSP making any such referral, pursuant to DHS rules at 89 Ill. Adm. Code 505 − Confidentiality.

c) All communications given or sent to a Customer shall be in a language, medium, and at a level which the Customer can understand.

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