**Section 684.10 Service Plan**

a) All services provided to a Customer through HSP must be necessary to meet an unmet care need of the individual or to provide relief to the caregiver for Customers eligible for respite care services and listed on an HSP Service Plan that is developed for the Customer and agreed to and signed by the counselor and the Customer in accordance with 89 Ill. Adm. Code 676.130(a).

b) Services shall be developed with Customer participation, provided in a manner that reflects the individual's choices, when applicable, and address his/her strengths, needs, and desired goals.

c) Services provided through HSP to a Customer must be:

1) safe and adequate;

2) cost effective;

3) the most economical in terms of the Customer's needs, unless a service is not available at the most economical level. In these instances, the next higher service level may be used as long as services remain within the Service Cost Maximum (SCM) established for the Customer. Documentation of an ongoing effort to locate services at the appropriate level must be in the Customer's case file; and

4) in compliance with all HSP requirements and regulations.

(Source: Amended at 45 Ill. Reg. 10046, effective July 22, 2021)