



**PROVIDER BACKGROUND SCREENING  
 NON-WAIVABLE CONVICTIONS SCREENING NOTIFICATION**

Provider Name: \_\_\_\_\_ Date: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ CC Customer: \_\_\_\_\_

Dear Provider,

On \_\_\_\_\_, you were enrolled in the Illinois Medicaid Program Advanced Cloud Technology (IMPACT) system to work as an Individual Provider (IP) for a Customer of the Home Services Program (HSP). A background screening was performed as part of the review.

The screening results found crime(s) that fall into a “Non-waivable crime category” which will allow you to dispute.

The crime(s) reported were:

You have three (3) options:

<p><b>CONFIRM:</b> If you believe the details in the background screening to be <b>accurate</b>.</p>	<ul style="list-style-type: none"> <li>Return Dispute form (IL488-2540) by selecting the option “<b>I DO NOT DISPUTE</b>”.</li> <li>HSP will forward your info to Healthcare and Family Services (HFS) Office of the Inspector General (OIG) for review.</li> </ul>
<p><b>DISPUTE:</b> If you believe the details in the background screening to be <b>inaccurate</b>.</p>	<ul style="list-style-type: none"> <li>Return Dispute form (IL488-2540) by selecting the option “<b>I DISPUTE</b>”.</li> <li><b>Include any extra proof that the background screening is inaccurate.</b></li> <li>HSP will conduct a second background screening and provide screening results to customer and provider, if necessary.</li> </ul>
<p><b>No Response:</b> If you do not return dispute form</p>	<ul style="list-style-type: none"> <li>HSP will not consider your application for approval.</li> </ul>

**Note:**

- Return the dispute form to the address mentioned on the dispute form.
- Forms must be returned within 20 business days from the date of this letter.**
- Exceptions to this time frame will be given for good cause only.
- If the second background screening finds the initial screening results to be inaccurate:
  - HSP will approve your enrollment.
  - Field office will notify customer of the approval.
  - Customer will notify you of your start date.
- If the second background screening finds the initial screening results to be accurate:
  - HSP will notify you and the customer.
  - HSP will forward your info to HFS OIG for further review.
- If your enrollment is reviewed by HFS OIG:
  - HFS OIG will assess the crimes and determine if your enrollment will be approved.
  - The right to appeal a negative outcome will be provided through the HFS OIG formal appeal process.
  - HFS OIG will include appeal process info in their final decision letter.
  - HSP cannot continue enrollment process until HFS OIG process is completed.