



**PROVIDER BACKGROUND SCREENING  
 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.

This screening found crime(s) that fall into a “waivable crime category”. This category allows you to provide info to your customer(s). Customer(s) will choose if they want you to work for them.

The potential crime(s) were:

There are two (2) provider 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>• Customer will review Dispute form (IL488-2540).</li> <li>• Customer may consent to hire you with a crime history.</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>

**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.
  - Customer may consent or decline to hire you.