COMMUNITY CARE PROGRAM ONLINE APPLICATION INSTRUCTIONS

Hello!

At the Department on Aging, we are always trying to find ways to help our seniors. Updating the historically paper process of Applying to be a Provider to digital has been a big undertaking. Please don't hesitate to reach out to Aging.OSDP@illinois.gov if you have any questions!

Starting the new Online Community Care Program Application is easy but there are a few things to remember when going through this process.

The most important thing to remember is that Step 1 and Step 2 must both be completed to have a successful initial application.

You do NOT need to download any software to use the DocuSign program we use for our applications.

3 STEP PROCESS:

STEP 1

Start the application process by **clicking on the link to the Legal Entity Application**.

> This will open a new window containing the legal application in DocuSign. **Do NOT close the Aging website page**. You will need to go back to the Aging website page to continue to Step 2!

Go through and **fill in all the required information and attach all required documents**. Once you have completed the application to the best of your ability, sign the document and click "Finish" in the upper right-hand corner of the DocuSign Screen.

⚠️ **If you do not click "Finish", the DocuSign will be considered incomplete. Incomplete DocuSigns will be held for 60 days and then they will be voided with a message to resubmit the application.**

You can save a version of your completed document and then close the DocuSign window. (Remember do NOT close the Aging website application page!)

Return to the Aging website and complete Step 2.

NOTE: If you accidentally close the Aging website, just open it again and navigate to Step 1. You do NOT need to refill out the legal application if this happens!

STEP 2

Depending on the application type you want to pursue, you will need to **choose between In-Home Service or Adult Day Service**.

In-Home Service
If you choose INH, you will be directed to the service specific applications.

> You will need to decide which service area's you would like to operate in. (The state is divided into 13 PSA's. If you are unsure which PSA you are in, there is a map on the page but if you need further assistance there is a link to the interactive map where more information can be found.)

You will need to complete at least one PSA application to have a successful initial application.

Simply click on the link for the application, a new window will open with the DocuSign application. After completing the PSA application(s), return to the Aging website page and complete Step 3.

Adult Day Services
If you choose ADS, a DocuSign window will open in a new window. *Remember do not close the Aging website!* Once the application is complete, click "finish" in the upper right-hand corner of the DocuSign webpage. (You MUST click "finish" for the application to be complete.)

Return to the Aging webpage and complete Step 3.

STEP 3

Fill in the requested information and then click Submit.
A representative will be with you after they review your application.

If you completed all three steps in their entirety, then your application submission should be successful.
> Step 1 - Legal Entity Application
> Step 2 - INH or ADS Applications
> Step 3 - Application Submission

Remember to click "Finish" on each DocuSign application for it to be considered complete.

Please don't hesitate to reach out to aging.OSDP@illinois.gov if you have any questions!