



# Understanding PANs

*The What, Why and When of Planned Action Notices from the Developmental Disabilities Administration*



A **Planned Action Notice (PAN)** is sent anytime a decision is made by the Developmental Disabilities Administration (DDA) related your DDA services, including:

- Service actions (continuation, increase, reduction, termination, denial and withdrawal).
- Eligibility determinations, waiver enrollment.
- Choice of provider.

## Service Actions



**PANs help you understand** what decision was made, why a decision was made, and what you can do if you disagree with the decision. They are always sent before an action takes effect.

**PANs are always sent to at least two people:** you (the client) and your representative (parent, guardian, or NSA).

## Each PAN Includes:

- 1 Date the decision is effective.
- 2 The decision made by DDA.
- 3 The reason DDA made the decision.
- 4 The authority (WACs, Rules) followed to make the decision.
- 5 Appeal rights and timelines.

**Planned Action Notice (PAN)**

Client Name and Address		Representative Name and Address		Date of Notice														
<b>SUMMARY OF SERVICES</b>																		
<p>This notice tells you about your services. It also tells you about your rights to appeal. Here is a summary.</p> <p>1. IFS Waiver - Annual Allocation - Approved as of 06/01/2017.          2. CFC - Approved as of 06/01/2017.          You may use your CFC hours for any combination of personal care, relief care, and/or skills acquisition training.</p>																		
READ DETAILS BELOW. YOU MAY NEED TO TAKE ACTION.																		
Service Approved																		
<b>SAMPLE</b>																		
<p>DDA is taking the following actions(s) about your services or request for services. The following action(s) will go into effect on 06/01/2017.</p> <table border="1"> <thead> <tr> <th>Action #</th> <th>Service</th> <th>Program</th> <th>Action</th> <th>Amount</th> <th>Unit</th> <th>Freq.</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>IFS Waiver - Annual Allocation</td> <td>IFS Waiver</td> <td>Approved</td> <td>Previous: 0 New: Level 3 2400</td> <td>Amount(s) Per Year</td> <td></td> </tr> </tbody> </table> <p>Reason(s) for Service Approved:          Based on your assessment, you are eligible for these services.</p> <p>Other Reason: A combination of any IFS Waiver services may not exceed your total IFS waiver annual allocation of \$2400 allocation during your plan year.</p>					Action #	Service	Program	Action	Amount	Unit	Freq.	1	IFS Waiver - Annual Allocation	IFS Waiver	Approved	Previous: 0 New: Level 3 2400	Amount(s) Per Year	
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1	IFS Waiver - Annual Allocation	IFS Waiver	Approved	Previous: 0 New: Level 3 2400	Amount(s) Per Year													

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**This action is being taken per the following authority:**  
 388-845-0220: What is the source of services for the individual and family services IFS waiver?  
 Want more information? See <http://dshs.wa.gov/webs> or ask your case manager.

If you don't agree with the service Approved above and want to appeal, you need to know:

- An Administrative Law Judge will hear your appeal.
- You have 90 days to appeal this decision.
- See Information About Appeals below.

Action #	Service	Program	Action	Amount	Unit	Freq.
CFC	CFC		Approved	Previous: 0 New: 100	Hour(s)	Per Month

Reason(s) for Service Approved:  
 Based on your assessment, you are eligible for these services.

**This action is being taken per the following authority:**  
 WAC 388-106-0270: Available under community first choice (CFC)?  
 Want more information? See <http://dshs.wa.gov/webs> or ask your case manager.

If you don't agree with the service Approved above and want to appeal, you need to know:

- An Administrative Law Judge will hear your appeal.
- You have 90 days to appeal this decision.
- See Information About Appeals below.

**When do I need to appeal by?**

- Ask for a hearing within 90 days of getting this notice.

**What do I need to do if I decide to appeal?**

- To ask for a hearing, you must do one of the following:
  - Complete and send in the attached Request for Hearing form or
  - Call your case manager.

**Could it cost me anything if I appeal the termination or reduction of a service and I lose the hearing?**

- You may have to pay DSHS back the cost of services you receive while waiting for the hearing decision. This amount can be no more than what 60 days of services cost DSHS.
- Some people have the kind of income that can't be garnished. For example, you can't be forced to pay back income from your Social Security, SSI, veterans' benefits, or retirement.

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## Your Right to Appeal

Every PAN explains how and when to appeal if you disagree with DDA's decision. You have the right to appeal within 90 days or 10 days, depending on whether or not you want to continue receiving services during the appeal.

**If you want to continue your services during the appeal, you have a minimum of 10 days** to request an administrative hearing by the "Appeal by Date." If your appeal is denied, you may be responsible for repaying the cost of services for 60 days.

**Everyone has 90 days to appeal the decision.**

Be sure to base your appeal on the authority cited on the PAN as the reason for the decision (for example, if you believe an error was made in how the law or rule was applied).