



Ready, Set, KNOW...

Planned Action Notice (PAN)

The What, Why and When of PANs 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 explain what decision was made, why the decision was made, who to contact for answers to questions or to follow up, 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: the client and their representative (parent, guardian, or NSA).

Each PAN Includes:

- 1 Date the decision is effective.
- 2 The decision made by DDA.
- 3 The reason for decision.
- 4 The authority (WACs, Rules) followed to make the decision.
- 5 Appeal rights and timelines if you disagree with the decision.
- 6 Phone number and name of person to contact at DDA for follow up.

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SUMMARY OF SERVICES

Service	Program	Action	Amount	Unit	Pr	W
CFIC	CFIC	Approved	Previous: 0 New: 150	Hours		

Reasons for Service Approved:

Based on your assessment you are eligible for this service.

Information About Appeals:

Who can I contact for information?

Name: Jane Smith
Telephone: (206)555-XXXX
Start Address: Sample address
PO Box XXXXX
Olympia, WA 985XX
E-Mail Address: jane@ddas.wa.gov

If you have questions about what is written on a PAN, call the number on page 3. If you need an interpreter, you can ask for one.

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).