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.

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.

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).