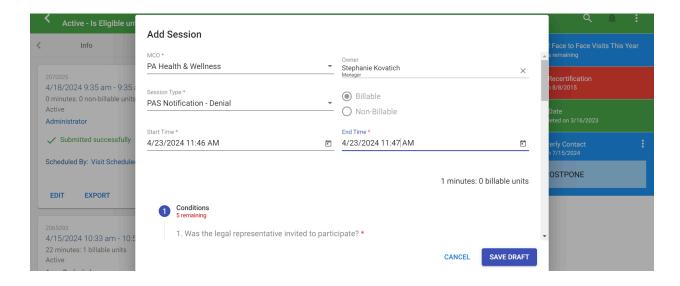
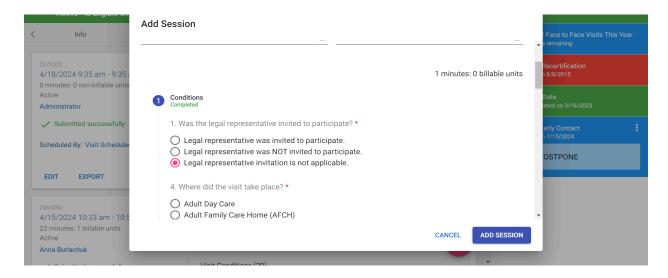
## PAS Notification- Denial Guide

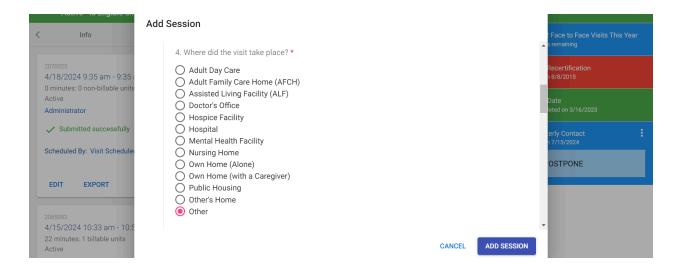
- 1. Upon receiving a task indicating that the participant has been either fully or partially denied for a PAS service request, the SC will contact the participant to discuss.
- 2. The SC will document the details of this discussion using the PAS Notification-Denial Session in Function Portal.



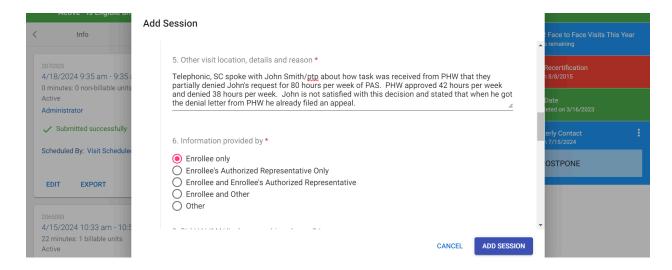
3. SC will answer if a legal representative was involved with the call



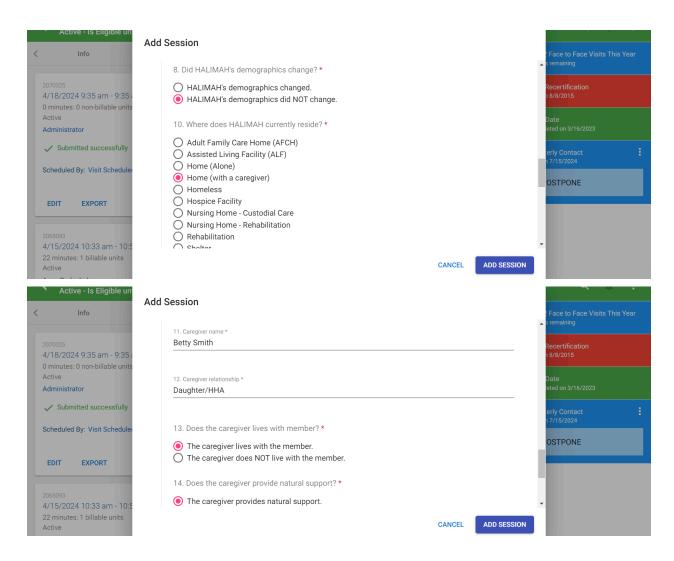
- 4. SC will select where the visit took place
  - a. If it was over the phone, SC will select "other" and state that it was "telephonic"



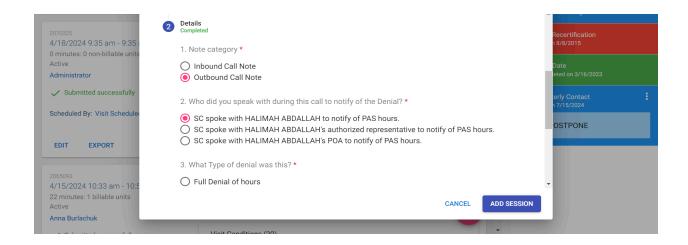
5. SC will then provide the details and reason for the call, as well as select who provided the information during the contact



- 6. SC will answer questions about if the participant's demographics changed
- 7. SC will answer questions about where the participant currently lives
  - a. If the participant lives with a caregiver, then additional questions will need to be answered related to the level of support the caregiver provides.



- 8. SC will select what type of call, inbound or outbound
- 9. SC will select who they spoke with



- 10. SC will select what type of Denial is being discussed
- 11. SC will specify what amount of hours for PAS were approved
- 12. SC will select if the participant is satisfied with the approved amount of hours or if they will be filing a grievance

