



PO 215.2: What Notices Should Contain

PR 215.2.**a. Notice of Approval or Denial**

Every applicant for benefits must receive a written notice of approval or denial. The notice must include:

- a clear statement of the action taken (approval or denial);
- a clear statement of the reason for the action;
- a specific policy reference which supports the action;
- the amount of benefit;
- the date of notice;
- a clear statement of the client's right to appeal; and
- the GA office telephone number.

b. Notice of Change

A notice of change must include:

- the date of change;
- the date of notice;
- the GA office telephone number;
- a clear statement of the action taken;
- a clear statement of the reason for the action;
- a specific policy reference which supports the action;
- a clear statement of the client's right to appeal; and
- a statement that the benefits will continue in the previous amount if an appeal is filed on or before the date of change.

NOTE: The client may ask that benefits not be continued in the same amount.

