



## **PO 215.3: Timely Notice**

**PR 215.3.**

Notices to clients must be sent timely. In order for a notice to be timely it must be mailed at least 10 days prior to the date of change. Day one of the 10-day period is the day after the date of notice. The 10th day can be no later than the date of change.

If a timely notice was not sent when required, do not take the action. Start over by sending another notice and waiting 10 days to take the action. Take the action, if appropriate, for the first month a timely notice can be sent.

**a. Date of Notice**

The date of notice is the same date the notice is mailed.

If the client presents the envelope in which the notice of change was delivered and it contains a postmark after the date on the notice, use the postmark as the date of notice rather than the date on the notice itself.

**b. Date of Change**

The date of change is the scheduled mailing date of the affected benefits.

