



PO 215.1: When to Give Written Notice

PR 215.1.

Send written notices to clients when:

- approving or denying a request for benefits;
- reducing, suspending, or canceling benefits;
- taking a person out of a case; or
- making a decision on a client request for payment of medical services or items that need prior approval.

NOTE: A written notice is not required for the approval of a request for medical transportation. Inform clients orally when medical transportation is approved.

