

**Consumer Directed Employer Project
Talking Points #11 – PANs and Administrative Hearings**



DSHS is required to send a Planned Action Notice (PAN) when the client's choice of Medicaid provider is denied. PANs provide the opportunity to request an Administrative Hearing. Currently, the Individual Provider (IP) is the Medicaid provider. When the Consumer Directed Employer (CDE) is operational, the CDE will be the Medicaid provider and the IP will be an employee of the CDE.

When the CDE is the Medicaid provider, DSHS will not send denial PANs to clients if their chosen IP is not hired by the CDE. DSHS will also not send PANs to IPs who do not meet training, certification or background check requirements. Instead, the CDE will notify clients if their selected IP is not hired and will notify IPs who no longer meet mandatory requirements. There will no longer be Administrative Hearings in the above situations. Clients and IPs who disagree with a decision made by the CDE may access the CDE's formal complaint process to resolve their disagreement.

What will change when the client's chosen IP is not hired by the CDE or when the IP does not meet training, certification or background check requirements?

- DSHS will not send denial of choice of provider PANs to clients
- DSHS will not send PANs to IPs
- There will not be Administrative Hearings for those issues

- The CDE will track IPs' training, certification, and background check requirements
- Clients and IPs may use the CDE complaint process if they disagree with a decision made by the CDE

Stay Engaged and Informed about the CDE project!

Visit the [CDE website](http://www.dshs.wa.gov/altsa/cde) at www.dshs.wa.gov/altsa/cde to:

- Sign up to receive **Consumer Directed Employer** updates by email
- Sign up to attend a monthly informational webinar or stakeholder meeting
- Review the latest Materials & Resources



For more information:
Contact the CDE Project Team at
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