Instructions – Notice of Denial/Reduction of Services Letter

All service recipients and applicants who have had a reduction of services or denial of services, must be provided in writing a Notice of Denial/Reduction of Services letter.

1. The notice must be provided on the agency provider's letterhead.
2. Document the date, service recipient's name and address and name in the salutation.
3. Mark the appropriate box and indicate the services the individual is not eligible for or the services that have been reduced.
4. Document an explanation of the policy and/or the decision.
5. Document the agency phone number and mailing address.
6. Complete signature field and title field.

NOTE: If a service recipient requests discontinuation or a reduction in services, the provider agency does not need to complete this form or provide grievance rights form to the service recipient. Documentation of the service recipients request must be maintained in their file.