

- C. DDA clients who are receiving or requesting DDA services are entitled to have a representative who is willing to receive copies of Planned Action Notices (PANs) and other Department correspondence in order to help clients understand the documents and exercise their rights. PANs include: notice of eligibility decisions; notice of approval, reduction, denial, or termination of services; and notice of denial or termination of provider of choice, along with a statement of client appeal rights.

PROCEDURES

A. For all currently eligible DDA clients:

1. There must be an NSA representative documented in the Collateral Contacts screen of the Comprehensive Assessment Reporting Evaluation (CARE) tool before initiating any action that results in a decision with appeal rights (DDA eligibility, service eligibility or amount, termination or denial of provider of choice).
2. Administration staff will complete the following steps before initiating any of the above actions and document these steps in the client’s Service Episode Record (SER):
 - a. Review NSA information in CARE to identify the current NSA representative. Use [WAC 388-825-100](#) to help determine the NSA representative.
 - i. If none is listed in the client record, ask the client for their choice of representative.
 - ii. The NSA representative cannot be a DDA employee or a contractor of DDA unless they meet the criteria in [WAC 388-825-100 \(3\)\(b\)](#).
 - iii. If the client wishes to challenge the NSA requirement, the client must submit their request in writing under WAC 388-825-102. The CRM must complete the NSA Checklist, DSHS 14-491, and submit to headquarters for determination.
 - b. Before each annual assessment, Administration staff will contact the identified NSA representative to:
 - i. Confirm that the person agrees to accept the DDA notices and other correspondence sent to the client and understands their responsibility to help the client understand the documents and exercise the client’s rights;

