



**SENIOR & LONG TERM CARE DIVISION
COMMUNITY SERVICES BUREAU**

**COMMUNITY FIRST CHOICE
Policy Manual**

Section: ELIGIBILITY FOR SERVICES

Subject: Denial of Services

Reference: ARM 37.40.1012 and 37.40.1121

PURPOSE

Mountain Pacific Quality Health (MPQH) will provide written notice to applicants when services are denied due to service ineligibility. An applicant is defined as an individual for whom a formal request for services has been received.

MPQH shall send the applicant written notice explaining why the applicant is ineligible for services. The notice will include the member's right to a Fair Hearing to appeal the decision.