

COMMUNICATING DECISIONS TO CLIENTS

LEARNER RESOURCE

Every time a client or applicant faces a denial, discontinuation or reduction in benefits the following process must be followed:

1

START WITH A WELL-DOCUMENTED DECISION

- Document the substantive reasons for this decision
- Identify the evidence that influenced this decision
- Cite the legislative criteria that were met and not met
- Attach the Assisted Eligibility Decision Report to ICM, if applicable

2

NOTIFY THE CLIENT OF THE DECISION

- Explain what this decision means and what will happen next
- Offer to provide written substantive reasons for this decision
- Disclose all information used to arrive at this decision

3

OFFER THE RIGHT TO RECONSIDERATION

- Explain how the client can respond to this decision
- Explain the consequences of not responding to this decision

4

EXPLAIN THE RECONSIDERATION PROCESS

- Explain the Request for Reconsideration form (HR0100)
- Explain the deadline and process for submitting new information
- If eligible, inform the client of the Reconsideration and Appeal Supplement

5

EXPLAIN THE RIGHT TO APPEAL

- Explain that if the client disagrees with the outcome of the reconsideration process they have the right to appeal.