



**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.