



14 Day Non-Responsive POAC Closure Procedure

Initial steps:

1. Verify that we have a signed POA (Federal and State if applicable)
2. The case must be at least 80% paid
3. The case must be with the network for at least 120 days.
4. Tax preparation should be completed or SFR'd if possible
5. Send the client a 14-day letter and phone call with an opportunity to respond.
6. Letter will include all options and documents necessary to complete case.
7. After that if there is no response – the case can close.

No decision, then:

1. Send Client “14 Day Non-Responsive POAC Letter” and phone call with an opportunity to respond
 - Letter includes all options and documents necessary to complete case with new set 14-day Deadline
2. Post 14-day Deadline, if there is no response, email your case inbox to close the case as an ***14 Day Non-Responsive POAC*** closure

Additional considerations

- Be respectful – if the client is responsive and working with us, do not use this procedure as it may cause a Client Care issue or a refund.
- If all other services cannot be completed, utilize the cancellation procedure.
- If the client responds to the 14-day letter, set hard deadlines for all required information.