Performance Outcome Payment Denial Decision Appeal Process

**DCF Reviewer**

1. Recommends POP claim denied.
2. Reviews denial recommendation.
   - Yes: Denies denial recommendation.
   - No: Updates state reviewer code on WPOV to 2nd Level Appeal Pending (SP) and adds comments regarding how the decision was reached.

**W-2 Contractor**

2. Agrees with denial.
   - Yes: Changes State Reviewer code on WPOV to 1st Level Appeal Overturned (IO) and adds comments regarding how the decision was reached.
   - No: Changes State Reviewer code on WPOV to Appeal Not Complete (NC) or Appeal Not Made Timely (NT) and adds comments regarding how the decision was reached.

3. Yes: Changes State Reviewer code on WPOV to 1st Level Appeal Upheld (IU) and adds comments regarding how the decision was reached.
4. Changes State Reviewer code on WPOV to Claim Denied (CD) or Denial Initially Questioned (DJ).

**Division Administrator**

1. Recommends POP claim denial.
2. Reviews denial recommendation.
   - Yes: Updates state reviewer code on WPOV to 1st Level Appeal Pending (IP) and reviews the appeal within 10 business days from the date the appeal was received.
   - No: Updates state reviewer code on WPOV to 2nd Level Appeal Pending (SP) and reviews the appeal within 10 business days from the date the appeal was received.

**POP Report 19**

W-2 Contractor must check POP Report 19 to see DCF reviewer status code. POP Report 19 refreshes nightly and is available the next business day. The W-2 Contractor will have 10 business days for the first and second level appeals. From the first business day, the POP Report 19 WPOV denial data is available on the report.