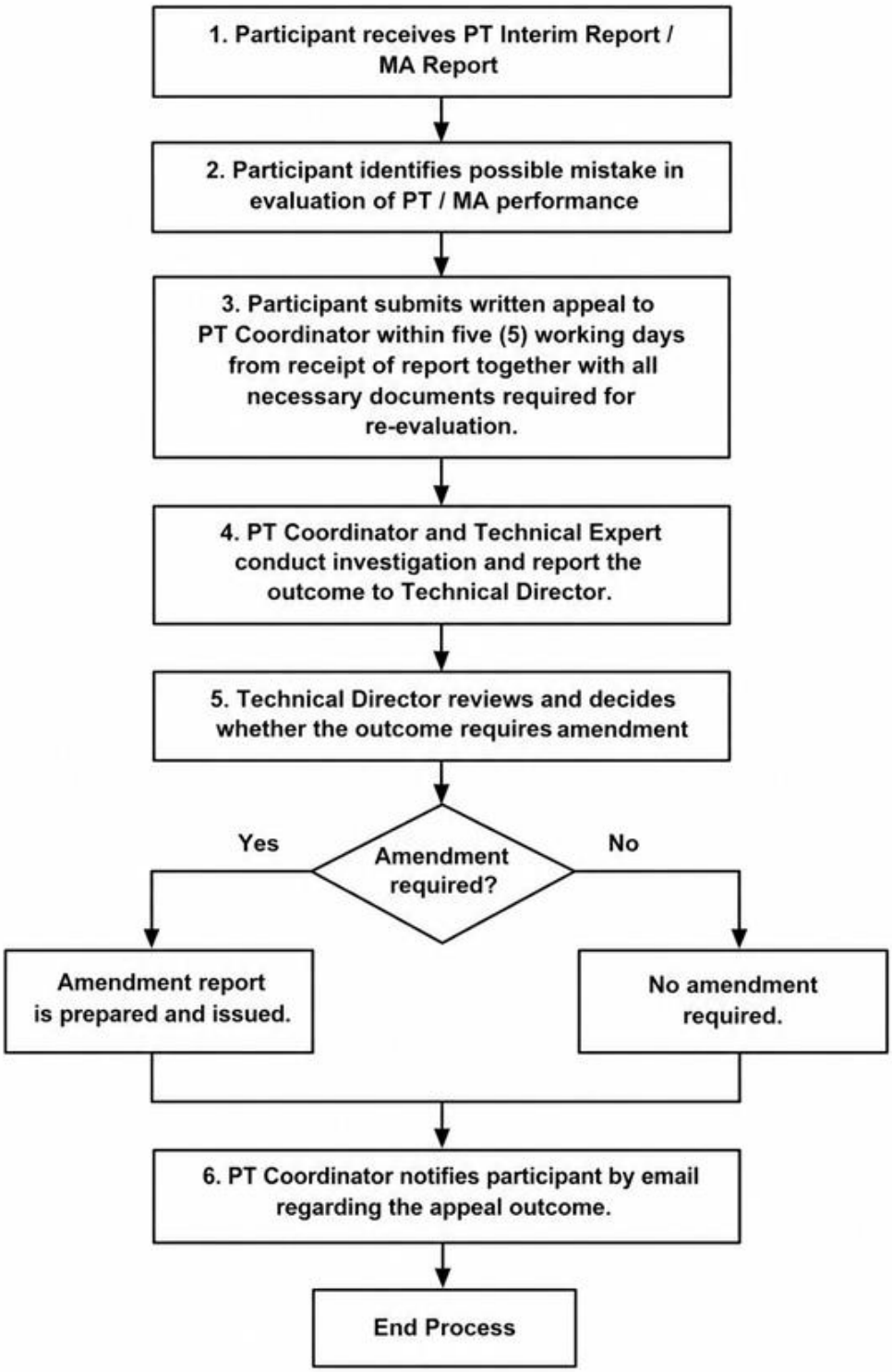PT and MA Appeal Process Flowchart