

## You Have the Right to Appeal

**What is an appeal?** An appeal is asking for a hearing because you think HHS made a mistake. You have the right to file an appeal if you disagree with a decision that affects you. There is no cost to ask for an appeal. [441 Iowa Administrative Code Chapter 7].

**How do I appeal?** There are multiple ways to submit an appeal. Choose the **one** that works best for you:

**Online:** Appeal online through the Department of Health and Human Services (HHS) website at <https://hhs.iowa.gov/appeals> or by using this QR code.



**Email, Fax or Mail:** Fill out the form offline or write us a letter telling us why you think the decision is wrong and submit by:

- Email: [appeals@hhs.iowa.gov](mailto:appeals@hhs.iowa.gov)
- FAX: (515) 564-4044
- Mail: Iowa Department of Health and Human Services, Appeals Bureau,  
321 E 12<sup>th</sup> Street, Des Moines, Iowa 50319

**In Person:** Take this form or letter to your local HHS office.

**Verbal (if allowed):** Some programs allow you to appeal verbally. We can help you complete your appeal request. Please call the HHS Appeals Bureau 1-888-723-9637 or your local HHS office and a team member will assist you.

Program	Appeal Timeframe	How to Appeal
SNAP, Medicaid or State Supplementary Assistance, WIC	90 days	In writing or verbally
Family Investment Program, Child Care Assistance, Rent Reimbursement	30 days	In writing or verbally
Adoption, Foster Care, Student Abuse, Record Check Evaluation, Child Care Registration, Child Support Termination of Services, Cannabis Regulation	30 days	In writing
Child Abuse	90 days	In writing
Dependent Adult Abuse	6 months	In writing
Federal tax or debtor offsets	15 days	In writing

**Can I continue to get benefits when my appeal is pending?** Maybe. In some cases, your benefits can continue, but not always. If they do continue, you may have to pay back some or all the benefits that you get during the appeal period. Contact your worker if you have questions about when benefits can continue.

**How will I know if I get a hearing?** You will get a hearing notice with the date and time of your telephone hearing. If you are not given a hearing, you will get a letter explaining why. It will also explain what you can do if you disagree with that decision.

**Can I have someone else help me in the hearing?** You or someone else, such as a friend or relative, can explain why you disagree with the HHS's decision. You may be asked to provide written authorization for them to do so. You may also have a lawyer help you, but HHS will not pay for one. Your county HHS office can give you information about legal services. The cost of legal services will be based on your income. You may also call Iowa Legal Aid at 1-800-532-1275.

**Policy on Fair Treatment and Equal Opportunity:** Iowa HHS treats everyone fairly when hiring, working and providing services. This includes job applicants, employees and clients. If you want to learn more about our discrimination policy or how to file a complaint, visit

<https://hhs.iowa.gov/nondiscrimination-policy>.

People with disabilities who need information in a different format (like Braille, large print, audio, or sign language), contact the office where you applied for benefits.

People who are deaf, hard of hearing, or have speech disabilities can call USDA through the Federal Relay Service at **(800) 877-8339**.

Program information may also be available in other languages.