



August 12, 1997

GENERAL LETTER NO. 1-E-AP-5

ISSUED BY: Appeals Section, Division of Policy Coordination

SUBJECT: Employees' Manual, Title I, Chapter E, *Appeals and Hearings Appendix*, Title page revised; Contents (page 1), revised; and pages 1 through 3, revised; page 4, new; and the following forms:

- PA-3138-0 (470-0487) *Appeal and Request for Hearing*, revised
- PA-3161-0 (470-0492) *Request for Withdrawal of Appeal*, unchanged

Summary

Revisions have been made to the *Appeal and Request for Hearing* to add:

- ◆ Phone numbers for appellant and representative
- ◆ Updated program choices, including administrative hearings for attributions
- ◆ A question on whether the appellant wants benefits to continue
- ◆ A log for LBP appeals
- ◆ Space for names and addresses of the PJ worker, QC worker, or DIA investigator involved

Effective Date

Upon receipt

Material Superseded

Remove the entire Employees' Manual, Title I, Chapter E, Appendix, and destroy it. This includes:

<u>Page</u>	<u>Date</u>
Title page	April 10, 1990
Contents (page 1)	April 10, 1990
PA-3138-0	7/93
1-3	April 10, 1990
PA-3161-0	7/93

Additional Information

An initial supply of the revised appeal form has been mailed to county offices. Upon receipt of the blanket supply of the revised form, destroy all previous versions of this form. Reorder additional supplies from Anamosa in the usual manner.

Refer questions about this general letter to your regional benefit payment administrator.



March 17, 1998

GENERAL LETTER NO. 1-E-AP-6

ISSUED BY: Appeals Section, Division of Policy Coordination

SUBJECT: Employees' Manual, Title 1, Chapter E, *Appeals and Hearings Appendix*, Contents (page 1), revised; page 5, new; and RC-0038, *Worker's Guide to the Appeals Process*, new.

Summary

This general letter transmits a new two-sided desk aid entitled, *Worker's Guide to the Appeals Process*. This reference guide was created to:

- ◆ Help field staff understand the steps of the appeals process.
- ◆ Show how to read an appeals screen to be aware of the status of an appeal.

Effective Date

Upon receipt.

Material Superseded

Remove from Employees' Manual, Title 1, Chapter E, Appendix, Contents (page 1), dated August 12, 1997, and destroy it.

Additional Information

A blanket supply of this reference guide will be distributed to income maintenance and service workers, child support recovery officers, and project managers. It can also be accessed via Microsoft Exchange in the State-Approved Forms public folder.

Refer questions about this general letter to your regional benefit payment, service, or collections administrator.



THOMAS J. VILSACK, GOVERNOR
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
JESSIE K. RASMUSSEN, DIRECTOR

September 12, 2000

GENERAL LETTER NO. 1-E-AP-7

ISSUED BY: Appeals Section, Division of Policy and Rule Integration

SUBJECT: Employees' Manual, Title 1, Chapter E, **APPEALS AND HEARINGS APPENDIX**, Contents (page 1), revised; and pages 1 through 4, revised; and the following forms:

470-0487 *Appeal and Request for Hearing*, revised
470-0492 *Request for Withdrawal of Appeal*, revised

Summary

The mailing address for the Appeals Section has been revised on the *Appeal and Request for Hearing*.

The form numbers for the *Appeal and Request for Hearing* and the *Request for Withdrawal of Appeal* have been updated.

Effective Date

Upon receipt

Material Superseded

Remove the following pages from Employees' Manual, Title 1, Chapter E, Appendix, and destroy them:

<u>Page</u>	<u>Date</u>
Contents (page 1) PA-3138-0	August 12, 1997 6/97
1-4 PA-3161-0	August 12, 1997 7/93

Additional Information

Refer questions about this general letter to your regional benefit payment administrator.



THOMAS J. VILSACK, GOVERNOR
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
JESSIE K. RASMUSSEN, DIRECTOR

February 20, 2001

GENERAL LETTER NO. 1-E-AP-8

ISSUED BY: Appeals Section, Division of Rules and Policy Integration

SUBJECT: Employees' Manual, Title 1, Chapter E, **APPEALS AND HEARINGS**
APPENDIX, RC-0038, *Worker's Guide to the Appeals Process*, revised.

Summary

Reference card RC-0038 have been revised to update:

- ◆ The mailing addresses for the Appeals Section and the Department of Inspections and Appeals-Division of Administrative hearings.
- ◆ The form number for the *Overpayment Recovery Information Input*.

Effective Date

Upon receipt.

Material Superseded

Remove RC-0038, dated 1/98, from Employees' Manual, Title 1, Chapter E, Appendix, and destroy it.

Additional Information

No printed supplies have been ordered. Workers who want a copy of the revised reference card should print one from the state-approved forms folder on Outlook or the on-line manual. Refer questions about this general letter to your regional administrator.



STATE OF IOWA

THOMAS J. VILSACK, GOVERNOR
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
JESSIE K. RASMUSSEN, DIRECTOR

May 7, 2002

GENERAL LETTER NO. 1-E-AP-9

ISSUED BY: Appeals Section

SUBJECT: Employees' Manual, Title 1, Chapter E, **APPEALS AND HEARINGS APPENDIX**, Contents (page 1), revised; pages 1 through 4, revised; and the following form:

470-0487 *Appeal and Request for Hearing*, revised

Summary

This chapter is revised to:

- ◆ Change instructions for form 470-0487, *Appeal and Request for Hearing*, to indicate that the form is available to Department staff as a template in the public state-approved forms folder on Outlook.
- ◆ Remove references to old form numbers.
- ◆ Correct a spelling error.

Effective Date

Upon receipt.

Material Superseded

Remove the following pages from Employees' Manual, Title 1, Chapter E, and destroy them:

<u>Page</u>	<u>Date</u>
Contents (page 1)	September 12, 2000
470-0487	5/00
1-4	September 12, 2000

Additional Information

Refer questions about this general letter to your service area manager or designee.



STATE OF IOWA

CHESTER J. CULVER, GOVERNOR
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

March 23, 2007

GENERAL LETTER NO. 1-E-AP-10

ISSUED BY: Appeals Section

SUBJECT: Employees' Manual, Title 1, Chapter E, **APPEALS AND HEARINGS APPENDIX**, Title page, revised; Contents (page 1), revised; pages 1 through 5, revised; and the following forms:

470-0487	<i>Appeal and Request for Hearing</i> , revised
470-0487(S)	<i>Appeal and Request for Hearing (Spanish)</i> , new
470-0492	<i>Request for Withdrawal of Appeal</i> , revised
470-0492(S)	<i>Request for Withdrawal of Appeal (Spanish)</i> , new
RC-0038	<i>Worker's Guide to the Appeals Process</i> , unchanged

Summary

This chapter is revised to:

- ◆ Update form 470-0487, *Appeal and Request for Hearing*, as it has been simplified and reformatted so it is easier to understand. Additional questions have been added to acquire information about what language a person reads and speaks if the person requests an interpreter for the hearing.
- ◆ Add a Spanish version of the *Appeal and Request for Hearing*, form 470-0487(S), which can be printed from the on-line manual.
- ◆ Revise the instructions for use of the *Appeal and Request for Hearing*.
- ◆ Update form 470-0492, *Request for Withdrawal of Appeal*, as it has been simplified and reformatted so it is easier to understand.
- ◆ Add a Spanish version of the *Request for Withdrawal of Appeal*, form 470-0492(S), which can be printed from the on-line manual.

Effective Date

Upon receipt.

Material Superseded

Remove the entire Chapter E Appendix from Employees' Manual, Title 1, and destroy it. This includes the following pages:

<u>Page</u>	<u>Date</u>
Title page	August 12, 1997
Contents (page 1)	May 7, 2002
470-0487	4/02
1-4	May 7, 2002
470-0492	9/00
RC-0038	1/01
5	March 17, 1998

Additional Information

Use up existing supplies of form 470-0487, *Appeal and Request for Hearing*, before reordering from Anamosa in the usual manner.

Use up existing supplies of form 470-0492, *Request for Withdrawal of Appeal*. No further supplies will be printed.

Refer questions about this general letter to your service area manager.



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

February 3, 2012

GENERAL LETTER NO. 1-E-AP-11

ISSUED BY: Appeals Section

SUBJECT: Employees' Manual, Title 1, Chapter E, **APPEALS AND HEARINGS APPENDIX**, Title page, revised; page 1, revised; and the following forms:

470-0487 *Appeal and Request for Hearing*, revised
470-0487(S) *Appeal and Request for Hearing (Spanish)*, revised

Summary

Chapter 1-E Appendix is revised to:

- ◆ Update the instructions to reflect availability of form 470-0487, *Appeal and Request for Hearing*.
- ◆ Add a checkbox for child abuse appeals on forms 470-0487 and 470-0487(S), *Appeal and Request for Hearing*.

Effective Date

Upon receipt.

Material Superseded

This material replaces the following forms in Employees' Manual, Title 1, Chapter E, Appendix:

<u>Page</u>	<u>Date</u>
Title page	March 23, 2007
470-0487	4/06
470-0487(S)	4/06
1	March 23, 2007

Additional Information

Destroy existing supplies of form 470-0487, *Appeal and Request for Hearing*. The form is no longer printed.

Refer questions about this general letter to your service area manager.

February 28, 2020

GENERAL LETTER NO. 1-E-AP-12

ISSUED BY: Appeals Section
Bureau of Policy Coordination

SUBJECT: Employees' Manual, Title 1, Chapter E, **Appeals and Hearings Appendix**, Title page, revised; Contents (page 1), revised; pages 1 through 5, revised; page 6, new; and the following forms:

470-0487 *Appeal and Request for Hearing*, revised
470-0487(S) *Appeal and Request for Hearing (Spanish)*, revised
470-5526 *Authorized Representative for Managed Care Appeals*,
new
470-5526(S) *Authorized Representative for Managed Care Appeals*
(Spanish), new
470-5597 *Dismissal Request*, new
470-5597(S) *Dismissal Request (Spanish)*, new
470-0492 *Request for Withdrawal of Appeal*, revised
470-0492(S) *Request for Withdrawal of Appeal (Spanish)*, revised

Summary

Chapter 1-E Appendix is revised to:

- ◆ Update the following forms to reflect the versions currently used online:
 - 470-0487 and 470-0487(S), *Appeal and Request for Hearing*
 - 470-0492 and 470-0492(S), *Request for Withdrawal of Appeal*
- ◆ Add form 470-5526 and 470-5526(S), *Authorized Representative for Managed Care Appeals*. Use this form to appoint an individual, organization or provider to act on an appellant's behalf during the state fair hearing process for managed care appeals.
- ◆ Add form 470-5597 and 470-5597(S), *Dismissal Request*. Department staff use this form to request dismissal of an appeal when the issue being appealed has been resolved.
- ◆ Remove the outdated flowchart RC-0038, *Worker's Guide to the Appeals Process*. Find current information on the appeals process on the Appeals Section SharePoint site.

Effective Date

Immediately.

Material Superseded

This material replaces the entire Chapter E, Appendix, from Employees' Manual, Title 1, which includes the following:

<u>Page</u>	<u>Date</u>
Title page	February 3, 2012
Contents (page 1)	March 23, 2007
470-0487	2/12
470-0487(S)	2/12
1	February 3, 2012
2-4	March 23, 2007
470-0492	3/07
470-0492(S)	3/07
RC-0038	1/01
5	March 23, 2007

Additional Information

Refer questions about this general letter to your income maintenance administrator.

October 28, 2022

GENERAL LETTER NO. I-E-AP-13

ISSUED BY: Iowa Medicaid

SUBJECT: Employees' Manual, Title I, Chapter E Appendix, **Appeals and Hearings Appendix**, Title Page, Contents page I, and pages I-5, revised; page 6, removed; and form 470-5526 and 470-5526(S), revised.

Summary

This chapter is revised to update 470-5526 and 470-5526(S), *Authorized Representative for Managed Care Appeals*, updating contact addresses and style and formatting throughout.

Effective Date

Upon receipt.

Material Superseded

Remove the following pages from Employees' Manual, Title I, Chapter E Appendix, and destroy them:

<u>Page</u>	<u>Date</u>
Title Page	February 28, 2020
Contents I	February 28, 2020
I-6	February 28, 2020
470-5526	04/21
470-5526(S)	04/21

Additional Information

Refer questions about this general letter to your area income maintenance administrator.

June 16, 2023

GENERAL LETTER NO. I-E-AP-14

ISSUED BY: Iowa Medicaid

SUBJECT: Employees' Manual, Title I, Chapter E Appendix, **Appeals and Hearings Appendix**, form 470-5526 and 470-5526(S) revised.

Summary

This chapter is revised to update contact information on form 470-5526 and 470-5526(S), *Authorized Representative for Managed Care Appeals*.

Effective Date

Immediately.

Material Superseded

Remove the following pages from Employees' Manual, Title I-E Appendix, and destroy them:

<u>Page</u>	<u>Date</u>
470-5526	10/22
470-5526(S)	10/22

Additional Information

Refer questions about this general letter to your income area administrator.