Iowa Department of Health and Human Services

NOTICE OF DECISION:
SERVICES

County	Date
Case #	Effective Date

ACTION

- ☐ Approval
- ☐ Denial
- ☐ Review
- ☐ Change in Service
- ☐ Reduction
- ☐ Cancellation

EXPLANATION OF ACTION

Rule References:

Fees: You will be responsible for paying for part of service. The fee will be per . You should make arrangements to pay this directly to .

CONFERENCE

If you do not agree with the decision, you may discuss the decision and your situation with the agency staff, obtain an explanation of the action and present information to show that the action is incorrect. This conference does not in any way diminish your right to a hearing described on the back of this page. You may speak for yourself or be represented by legal counsel, a friend, or other person. If you have trouble understanding this notice, you may call **Iowa Legal Aid** at 1-800-532-1275. If you live in Polk County, call 243-1193.

REAPPLICATION

If your application has been denied or your assistance has been canceled, you have the right to reapply at any time.

Worker's Signature	Telephone Number
Office Address	

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 2506, 7 Iowa Administrative Code Chapter 2506].

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
- FAX: (515) 564-4044
- Mail: Iowa Department of Health and Human Services, Appeals Bureau, 321 E 12th 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, Autism Support Program, Family Planning Program	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

If your program is not listed in the table above, the appeal timeframe is 30 days.

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.