

hawk•i
healthy and well kids in iowa

PO Box 71336, Des Moines, IA 50325-0336

Questions?

Call hawk-i customer service at

1-800-257-8563

Monday – Friday

8 a.m. to 6 p.m.

(If you call after hours,
leave a message and
we'll call you back)

TDD: 1-888-422-2319

(for people with hearing
or speech impairments)

www.hawk-i.org

RIGHT TO APPEAL

If you do not agree with this action, you may appeal. **There is no fee or charge for an appeal.** (441 Iowa Administrative Code

What is an appeal? An appeal is asking the **hawk-i** Program to look one more time at the decision you think is wrong.

How to appeal? To appeal, follow these steps:

Complete the appeal form on-line at <https://dhssecure.dhs.state.ia.us/forms/> or

Write a letter explaining why you think the decision is wrong, and

Mail your letter to:

	The hawk-i program PO Box 71336 Des Moines IA 50325	Or	Appeals Section Department of Human Services 1305 E Walnut St 5 th Fl Des Moines IA 50319-0114
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Important Time Limits:

To make sure your child(ren)'s health care coverage does not stop, send your appeal letter within 10 days, or before the date the hawk-i letter says that health care coverage will stop. If you send your appeal letter within 10 days, your health care benefits will continue until a decision is final, or until the time you need to apply again for **hawk-i**, whichever comes first.

Otherwise, you may still send an appeal within 30 days from the date of this letter. The Director of the Department of Human Services (DHS) can approve a late appeal if there is a good reason for the appeal being late. **There is no hearing for an appeal sent more than 90 days after the date of this letter.**

What happens when DHS receives your appeal?

DHS will review your appeal and decide if a hearing will be held. A hearing is a meeting with you, a **hawk-i** Program representative and an Administrative Law Judge.

If DHS decides to have a hearing, you will get a letter telling you what you need to do for the hearing. At the hearing, you can talk about your case. You may have a friend or relative or other spokesperson explain your case.

You may also choose to have an attorney at the hearing, but DHS will not pay for the attorney. You can call the **hawk-i** customer service at **1-800-257-8563** for information about legal services. The services are based on your ability to pay. You may also call Iowa Legal Aid at **1-800-532-1275**. If you live in **Polk County**, call **243-1193**.

If DHS decides not to have a hearing, you will get a letter telling you the reason, and what steps you can take.

Policy Regarding Discrimination, Harassment, Affirmative Action and Equal Employment Opportunity

It is the policy of the Iowa Department of Human Services (DHS) to provide equal treatment in employment and provision of services to applicants, employees and clients without regard to race, color, national origin, sex, sexual orientation, gender identity, religion, age, disability, political belief or veteran status.

If you feel DHS has discriminated against or harassed you, please send a letter detailing your complaint to:

Iowa Department of Human Services, Hoover Building, 5th Floor – Policy Bureau, 1305 E Walnut, Des Moines, IA 50319-0114 or via email contactdhs@dhs.state.ia.us

REMEMBER TO REPORT CHANGES

When your child(ren) is receiving coverage under the **hawk-i** Program remember to tell us when there are changes that may affect your child's **hawk-i** coverage. Please call **hawk-i** customer service at **1-800-257-8563** to report:

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| <ul style="list-style-type: none"> • A new address or telephone number. • If your income goes down you may no longer owe a premium. • If either parent becomes a state employee. | <ul style="list-style-type: none"> • If your child(ren) get health insurance through another source (employer, absent parent, etc.) • If your child goes into a correctional facility (Eldora Training School, etc.) |
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MEDICAID REVIEW

Your application for **hawk-i** was reviewed to see if your child(ren) might be eligible for Medicaid. This was a review only and was not a complete Medicaid eligibility determination. If you want to see if you get Medicaid for your child(ren), you have the right to file a Medicaid application at your county Department of Human Services office at any time.