

Iowa Department of Health and Human Services  
**Notice of Decision: Rent Reimbursement**

Notice Date  
Case Number  
Worker No.  
County No.

**Worker Name**

**Worker Phone**

**Worker Email**

**Please review the entire notice. If you have questions, call your worker.** You have the right to ask for an appeal. If you want an appeal, read and follow the steps on the back of this page. If you need help in filing your appeal, you can ask for help from your county office or you may call Iowa Legal Aid at 1-800-532-1275. If you live in Polk County, call 243-1193 for Legal Aid.

## You Have the Right to Appeal

**What is an appeal?** An appeal is asking for a hearing because you do not like a decision the Department of Health and Human Services (HHS) makes. You have the right to file an appeal if you disagree with a decision. You do not have to pay to file an appeal. [441 Iowa Administrative Code Chapter 7].

**How do I appeal?** You can appeal in person, by telephone or in writing for SNAP, Child Care Assistance, Family Investment Program, Rent Reimbursement Program or Medicaid. You must appeal in writing for all other programs by doing **one** of the following:

- Complete an appeal electronically at <https://hhs.iowa.gov/programs/appeals> , **or**
- Write a letter telling us why you think a decision is wrong, **or**
- Fill out an Appeal and Request for Hearing form. You can get this form at your county HHS office.

Send or take your appeal to the HHS, Appeals Section, 321 E. 12th St., Des Moines, IA 50319. If you need help filing an appeal, ask your county HHS office.

**How long do I have to appeal?** For SNAP or Medicaid, you have 90 calendar days to file an appeal from the date of a decision. For all other programs, you must file an appeal within 30 calendar days of the date of a decision or before the date a decision goes into effect

If you file an appeal more than 30 but less than 90 calendar days from the date of a decision, you must tell us why your appeal is late. If you have a good reason for filing your appeal late, we will decide if you can get a hearing.

If you file an appeal 90 days after the date of a decision, we cannot give you a hearing.

**Can I continue to get benefits when my appeal is pending?** You may keep your benefits until an appeal is final or through the end of your certification period if you file an appeal within 10 calendar days of the date the notice is received. A notice is considered to be received 5 calendar days after the date on the notice. For the Family Investment Program, Child Care Assistance and Medicaid, benefits can also continue if you file an appeal before the date a decision goes into effect. Any benefits you get while your appeal is being decided may have to be paid back if the HHS's action is correct.

**How will I know if I get a hearing?** You will get a hearing notice that tells you the date and time a telephone hearing is scheduled. You will get a letter telling you if you do not get a hearing. This letter will tell you why you did not get a hearing. It will also explain what you can do if you disagree with the decision to not give you a hearing.

**Can I have someone else help me in the hearing?** You or someone else, such as a friend or relative can tell why you disagree with the HHS's decision. 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. If you live in Polk County, call 243-1193.

**Policy Regarding Discrimination, Harassment, Affirmative Action and Equal Employment Opportunity** It is the policy of the Iowa HHS 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 HHS has discriminated against or harassed you, please send a letter detailing your complaint to:

HHS, Bureau of Human Resources, 321 E. 12th St., Des Moines, IA 50319 or via email at [inclusion@hhs.iowa.gov](mailto:inclusion@hhs.iowa.gov)