



Health and Human Services

Iowa Department of Health and Human Services

Report of Stolen SNAP Benefits

SNAP benefits stolen due to fraud must be reported within 10 days of the date you discover the theft. Examples of fraud include stealing your benefits by fraudulent email, text, phone, or machine. It is not fraud if you give your EBT card to someone to use or if your actual EBT card is stolen. A household member must complete the Household Statement section and return it to the HHS office by . Return by mail, drop off at an HHS office, or email to .

Household Statement - By signing this form, I am saying my SNAP benefits were stolen due to fraud, I want HHS to replace these benefits, I know and understand there are penalties for giving false information, and the following is true:

Table with 2 columns: Date I discovered benefits were stolen, Total amount of benefits stolen, Dates benefits were stolen, Where stolen benefits were used, My EBT card was with me when the benefits were stolen, I gave my EBT card or PIN number to someone I didn't know by email, text, or phone, I ordered a new EBT card after my benefits were stolen, Additional information or details.

I understand that an electronic signature has the same legal effect and can be enforced in the same way as a written signature. Please print clearly.

Table with 2 columns: Name, Address, Phone Number, Email Address, Signature, Date Signed.

HHS Use Only - Replacement of stolen benefits cannot be more than the lesser of the amount of benefits stolen or the amount equal to two months of allotment immediately prior to the date the benefits were stolen. P-EBT benefits may not be replaced. Benefits can only be replaced if the fraud occurred between October 1, 2022 and December 20, 2024. A household (HH) may only have benefits replaced twice due to fraud between October 1, 2022 and September 30, 2023; and twice between October 1, 2023 and December 20, 2024.

Table with 2 columns: Case Name: Number, Date stolen benefits discovered by HH, Were benefits already replaced between the current Oct to Sept cycle?, Verified benefits were stolen by HH attestation, EPPIC, media report of identified skimming devices, or other (explain).

Decision

Table with 2 columns: Replacement of your SNAP benefits due to fraud is approved for the following dates and amounts, Your request to have SNAP benefits replaced due to fraud is denied because, HHS Worker Signature, Date Signed.

You Have the Right to Appeal An appeal is a request for a hearing regarding a decision made by the Iowa Department of Health and Human Services (HHS). You have the right to file an appeal if you disagree with a decision. You don't have to pay to file an appeal. [441 Iowa Administrative Code Chapter 7].

You can appeal in person, by phone, or in writing for SNAP, Child Care Assistance (CCA), Family Investment Program (FIP) or Medicaid. To appeal in writing, you must do one of the following:

- Complete an appeal electronically at <https://hhs.iowa.gov/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 HHS, Appeals Section, 321 E. 12th St., Des Moines, IA 50319-1002. If you need help filing an appeal, ask your county HHS office. You or someone else, such as a friend or relative, can tell why you disagree with the HHS 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.

How long do I have to appeal? For SNAP or Medicaid, you have 90 calendar days from the date of a decision to file an appeal. 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 FIP, CCA, 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 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. It will also explain what you can do if you disagree with the decision to not give you a hearing.

You Will Not Be Discriminated Against. It is the policy of the Iowa Department of Health and Human Services (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 50319-1002 or via email inclusion@dhs.state.ia.us

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotope, American Sign Language), should contact the agency (state or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, from any USDA office, by calling (833) 620-1071, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to:

1. mail: Food and Nutrition Service, USDA
1320 Braddock Place, Room 334
Alexandria, VA 22314; or
2. fax: (833) 256-1665 or (202) 690-7442; or
3. email: FNSCIVILRIGHTSCOMPLAINTS@usda.gov

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