

<Case Number>

<Date>

<Member name>

<Address Line 1>

<Address Line 2>

<Address Line 3 (city, state, zip code)>

Your Medically Exempt Status Will End Soon

What is Medical Exemption Status?

Medically Exempt status allows members with enhanced medical needs to access more services than the base Iowa Health and Wellness Plan (IHAWP) provides. Medically Exempt status can include individuals with disabling mental disorders (including adults with serious mental illness), individuals with chronic substance use disorders, individuals with serious and complex medical conditions, individuals with a physical, intellectual, or developmental disability that significantly impairs their ability to perform one or more activities of daily living, or individuals with a disability determination based on Social Security criteria.

Why is my Medically Exempt Status Ending?

Iowa Medicaid reviews claims data for Medically Exempt members and has determined that you have not used Medically Exempt services in the past two years.

When Will my Medically Exempt Status End?

Your medical exemption status will end on <date status will end>.

Does this affect my IHAWP Medicaid eligibility?

No this does not affect your regular IHAWP Medicaid benefits.

How Can I Continue Medical Exempt Status?

If you feel you could still benefit from medical exempt status, you may reapply now or any time in the future. You can reapply in the following ways:

To request a copy of the Medically Exempt Questionnaire or to complete the questionnaire over the phone, members can call Iowa Medicaid Member Services at 1-800-338-8366, 8 a.m. – 5 p.m., Monday- Friday.

You also have the option to appeal this decision. We have provided appeal instructions on the following pages.

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? Filing an appeal is easy. You can appeal in person, by telephone or in writing for SNAP, Child Care Assistance, Family Investment 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 Department of Health and Human Services, Appeals Bureau, 321 E. 12th Street, Des Moines, Iowa 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 Department'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 Department's decision. You may also have a lawyer help you, but the Department 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 515-243-1193.

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

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

(SNAP only) USDA Office of the Secretary for Civil Rights, 1400 Independence Ave SW, Washington, DC 20250-9410, or call 866-632-9992. Individuals who are hearing impaired or have speech disabilities may use the Federal Relay Service at 800-877-8339.