

Notice of Rights and Responsibilities

Aviso importante sobre sus derechos y responsabilidades

Por favor lea la siguiente explicación sobre sus derechos y responsabilidades inmediatamente. El "Aviso de decisión" incluido puede afectar su elegibilidad para continuar participando en el Programa de Cupones de Alimentos o el Programa de Asistencia Pública o puede afectar la cantidad de la asistencia que usted puede recibir. Si su idioma principal no es inglés o si usted tiene dificultad para entender esta información, llame a su asistente social dentro de diez días para recibir asistencia.

If you have any questions regarding the enclosed decision, or need help in taking further action, contact your District Office as soon as possible.

Complaints If you feel that DHHS has not given proper consideration to your household circumstances and/or you disagree with a decision made by DHHS, you may make a complaint. Since an administrative appeal is a lengthy and time-consuming process, you are encouraged to resolve your complaint by asking for a conference with your District Office worker or the worker's supervisor. You may bring a lawyer, relative, friend or anyone else to the conference with you. If you are not satisfied with the results of the conference and still feel that your complaint is unresolved, you have the right to request an administrative appeal.

Administrative Appeal - Food Stamp Program You or your representative must make a request for an administrative appeal either orally or in writing within 90 days of the date on the notice of the action being appealed. If the request is received within 15 days from the date on the notice of the action being appealed, your Food Stamp benefits may, under certain circumstances, be continued or reinstated at the previous level until the decision on the appeal is reached or your certification period ends. If the appeals officer agrees that our action was correct, your household will owe us the value of the extra Food Stamp benefits you received as a result of the continued benefits. You may represent yourself or be represented by others, including legal counsel, at the appeal.

Administrative Appeal - Other Programs You or your representative must make a request for an administrative appeal either orally or in writing within 30 days of the date on the notice of the action being appealed. If the request is received within 15 days from the date on the notice of the action being appealed, your assistance may, under certain circumstances, be continued or reinstated at the previous level until the decision on the appeal is reached. If the appeals officer agrees that our action on your assistance case was correct, your household must repay in full the extra cash, medical, or child care assistance benefits you received as a result of the continued benefits. You may represent yourself or be represented by others, including legal counsel, at the appeal.

Legal Counsel If you or anyone in your household needs free legal counsel, consult your telephone directory or your District Office for the New Hampshire Legal Assistance Office nearest you. DHHS will not pay for your legal fees.

You must notify your DHHS District Office worker within 10 days of any change in your household circumstances, such as changes in income, resources, or other financial or living arrangements. Failure to do so violates NH and federal law and may result in losing your assistance. To report a change, contact your District Office.

To Continue Your Food Stamps

If you wish to continue receiving Food Stamp benefits when your current certification period expires, you must file a new application. We will contact you before your benefits expire. You have the right to file an application at any time during your last month of certification. When it is filed, the application form only needs to include your name, mailing address and the signature of a responsible member of your household or your authorized representative. You will need to complete the rest of the form and may be required to participate in a face-to-face interview before a decision is made to continue benefits.

If your household still qualifies, and your application is filed no later than the 15th day of the month in which your certification expires, you will continue to receive Food Stamp benefits at about the same time each month. If you do not file a new application on time or participate in an interview, your benefits may be late or you may not receive any more benefits after your certification expires. If there is a delay in the application process caused by DHHS, you have the right to receive any Food Stamp benefits you miss because of DHHS's delay.

If Your Notice Says You Are Not Eligible For Medical Assistance - Please Read

You may still be able to get help with your medical bills, even if your notice says you are not eligible for medical assistance because your income is higher than program limits. If you meet all program requirements except for income, you can become eligible for medical assistance under the In and Out medical assistance program. To become eligible for In and Out medical assistance, you must have medical bills that are as high or higher than your spenddown amount. Your spenddown amount is the difference between your countable income and the program limits.

- You can choose either a 1 or 6-month spenddown amount based on your circumstances.
- Your 1 or 6 month spenddown amounts are shown on the enclosed Notice of Decision.
- You may use current or past, unpaid medical bills to meet your spenddown amount.
- If you do not have or expect enough medical bills to meet your 6-month spenddown, you might want to choose a 1-month spenddown.

Contact your District Office to see if you are eligible for In and Out medical assistance coverage. Your District Office can explain how to qualify and how the choice of a 1 or 6 month spenddown amount would affect you.

Time Limits on Benefits

Adults receiving cash assistance benefits under Financial Assistance to Needy Families (FANF) can only get these cash benefits for 60 months in a lifetime, unless the family is experiencing a hardship at the time the 60 months is up. For more information on the 60-month lifetime limit, contact your District Office or NHEP worker.

There is no time limit on Food Stamps, child care assistance, Medicaid (including those programs that help pay Medicare expenses), or any of our cash programs for the elderly, the blind, or the permanently disabled. You can keep getting these benefits for as long as you remain eligible.

Information About Resources

Most assistance programs have limits on the amount and kinds of resources you can have and still be eligible. Resources are things of value that you have or own, such as bank accounts, investments, cars, or property. Each program has different rules for what kinds of resources we count, and how we determine the value of each resource. If the assistance program you want has a resource limit, you may get a separate letter from your District Office worker if we need more information about your resources.

Child Care Services

If you are working, looking for work, in school or in training, and use or need child care services, your District Office may be able to help pay for child care costs. You will need to complete an application and meet income guidelines to get this help. Contact your local District Office to apply for assistance in paying for child care, and your local child care resource and referral agency for information on finding child care providers. The District Office will have contact information for the child care resource and referral agency.

Family Planning Services

Under federal law, the Department of Health and Human Services is required to inform you of the availability of family planning services. Family planning services include counseling, medical examinations, and contraceptive supplies. Such services are available throughout the state. If you meet certain requirements, you may be eligible for these services at no cost. If you or any members of your family are interested in family planning services, please contact your District Office for further information.
