

Arizona Department of
Economic Security
Family Assistance
Administration

Hearing Request

*See page 14 for your appeal
rights and information on
how to file an appeal.*

Client Information

Name *(Last, First, M.I.):*

HEAplus Application ID:

See pages 20-24 for USDA/
EOE/ADA disclosures

AZTECS Case Number:

Address (*No., Street*):

City: _____

State: _____

ZIP Code: _____

Phone Number (*Include area code*):

**I want an appeal for the
following programs:
(*Check box*)**

Nutrition Assistance

Nutrition Assistance

Overpayment Compromise

Cash Assistance

Tuberculosis Control

Medical Assistance

Expedited Medical

Assistance (*See page eleven
for Requirements*)

I want to appeal because I do not agree with: (*Check box*)

End of Benefits

Amount of Benefits

Denial of Application

Overpayment

Other (*Explain*):

**Reason(s) why I don't agree
with your decision:**

**Date of the notice I do not agree
with: _____**

I want my hearing by:

Telephone

In person at: *(Select a location below):*

Phoenix

Tucson

Note: When an option is not selected, the hearing will be held by telephone.

I need an interpreter:

Yes No

If Yes, what language?

I need an accommodation for a disability: Yes No

If Yes, explain:

Cash and Nutrition Assistance Continued Benefits

Important: You may keep getting benefits if you file an appeal within 10 days of the date of the notice you are disagreeing with or the effective date of the decision on the notice, whichever is later. Check one of the following boxes

below if the reason of your appeal is because your benefits are being decreased or stopped.

I do want to keep getting benefits during my appeal.

I do not want to keep getting benefits during my appeal.

Caution: If you ask to continue your benefits, you may have to pay back any Cash or Nutrition Assistance you received while waiting for a hearing.

You cannot keep getting benefits while you wait for a hearing if:

- Your application was denied.

- Your benefits were stopped because the approval period ended.
- The law changed.
- You received the maximum benefits under the program.
- You voluntarily withdrew your benefits.

Medical Assistance Continued Benefits

Your medical benefits will automatically be continued when you ask for an appeal before the appeal deadline. You will not have to pay back benefits received during the appeal,

even if the judge does not decide in your favor. If you are receiving ALTCS benefits and you have an ALTCS share of cost, the amount you pay for your share will stay the amount you were paying before getting the decision letter.

Requirements to Request an Expedited Medical Assistance Appeal

You can request to have an expedited appeal for Medical Assistance, Medicare Saving Program, or Arizona Long Term Care System. Without an expedited appeal, the agency

is required to make a final decision within 90 days.

To be approved for an expedited appeal you must give us a signed statement from a medical provider that includes ***all of the following***:

- The customer has a procedure or treatment scheduled, or the individual is unable to schedule a procedure or treatment due to the lack of coverage.
- The customer does not currently have health insurance that will cover most of the cost of the treatment.

- The customer's health or ability to reach, keep, or regain full functionality will be put at risk if the customer must delay a procedure or treatment for 90 days or less from the date of the appeal request.

The statement from the medical provider must be submitted with this appeal request. If you submit a request for an expedited appeal and you do not submit a statement that meets all of the criteria above, your request for an

expedited appeal will be denied.

Name of Participant or Authorized Representative (*Print or Type*):

If you are completing this form electronically, typing your signature will constitute a valid signature.

Signature of Participant or Authorized Representative:

Date: _____

Your Appeal Rights

DES must send you a letter when a decision is made on your case. An appeal is a request for a hearing. A hearing is your chance to explain your case to a judge who will decide if DES made the right decision.

You have the right to:

- Appeal any decision we made that you do not agree with.
- Appeal a decision we do not make on time.

- Ask for a pre-hearing meeting with DES to discuss your case.
- Ask to review your DES case file by contacting an FAA office.
- Get a copy of the law, rule or policy that we used in your decision.
- Present testimony and evidence at the hearing to support your case.
- Bring a representative or lawyer to the hearing.

What happens when you file an appeal?

- We will send you a notice asking you to contact us for a pre-hearing meeting with DES. This meeting is to see if we may be able to fix the problem. This meeting is optional for you.
- If the problem cannot be fixed, the DES Office of appeals will send you a notice telling you the date and time of your hearing.

What programs can you appeal?

Cash Assistance, Nutrition Assistance, Medical Assistance,

Expedited Medical Assistance, and Tuberculosis Control.

How do you file an appeal?

- Go online to your account at healthearizonaplus.gov
- Fill out this form and turn in the completed form by:

Faxing:

The Appeals processing
Unit (APU) at

(602) 257-7058 or

The Office of Appeals

Phoenix: (602) 257-7056 or

Tucson: (602) 257-7055

You can mail the form or a
written statement to:

Department of Economic
Security – Appeals
PO Box 19009
Phoenix, AZ 85005-9009

- Provide a written statement. This statement should include your name, case number or social security number, address, phone number, the date of the letter you are appealing, and the reason you do not agree with the decision.
- To file a Verbal Appeal Request, please call:
Appeals Processing Unit (APU):

Phone: (602) 774-9279

Or

Office of Appeals:

Phone: (602) 771-9019 or

Toll Free (877) 525-9990

What is the deadline to ask for an appeal?

You must ask for an appeal within:

- 30 days from the date on the decision notice for: Cash Assistance and Tuberculosis Control.
- 35 days from the date of the decision notice for Medical Assistance.

- 90 days from the date on the decision notice for: Nutrition Assistance.

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its agencies, offices, employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, disability, age, marital status, family/parental

status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., braille, large print, audiotape, American Sign Language) should contact the responsible State or local

Agency that administers the program or contact USDA through the Telecommunications Relay Service at 711 (voice and TTY). Additionally, Program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, [AD-3027](#), found online at How to File a Program Discrimination Complaint and at any USDA office or write a letter addressed to USDA and provide in the letter all of the

information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

1. Mail:

Food and Nutrition Service
1320 Braddock Place, Room
334

Alexandria, VA 22314; or

2. Email:

[FNSCIVILRIGHTS
COMPLAINTS@usda.gov](mailto:FNSCIVILRIGHTS
COMPLAINTS@usda.gov)

This institution is an equal opportunity provider and employer.

To request this document in alternative format or for further information about this policy, contact your local office; TTY/TDD Services: 7-1-1. • Disponible en español en línea o en la oficina local