



Iowa Department of Human Services

Rights and Responsibilities

When you get help from the Department of Human Services (DHS), you have the following rights and responsibilities.

What Are My Rights?

You have the right to:

- Apply for any program.
- File an application online, by telephone (for Medicaid only), in person, by fax or mail at any local DHS office.
- Have someone help you apply.
- Have all of your questions answered.
- Get information about the programs you applied for and any other DHS program that you may be able to get.
- Be sent a notice within 30 days of the day we get your application telling you if your application was approved. For Medically Needy, it may take up to 45 days.
- Have information about you and your family kept private.

What Are My Responsibilities?

We will give you separate information about what you have to report and when you have to report for the Food Assistance program. For the Family Investment Program (FIP) and Medicaid, you must:

- Apply for and accept any benefits that you may be able to get.
- Give us information and provide proof, when we ask for it.
- Tell us within 10 days about any changes that may affect your eligibility. This may include changes like:
 - Address changes,
 - Starting or stopping a job or other income,
 - Someone moving in or out of your home,
 - Resources or assets, which include getting an inheritance.
- Fill out review forms when you are asked to.
- Cooperate with Quality Control and the Department of Inspections and Appeals.
- Cooperate with the Child Support Recovery Unit.
- For FIP, meet with PROMISE JOBS to write and sign a *Family Investment Agreement (FIA)* before you can get FIP.

- For FIP, effective February 1, 2014, you cannot access your cash benefits with your electronic access card (EAC) at a:
 - Liquor store or any place that mainly sells liquor,
 - Casino or other gambling or gaming establishment, or
 - Business which provides adult-oriented entertainment in which performers disrobe or perform in an unclothed state (such as a strip club).

If the Department determines that you have accessed your cash benefits with your EAC at one of the above places you:

- Will have committed fraud,
- Have to repay the amount of cash accessed at the location, and
- Your family will not get cash benefits for three months with the first misuse and six months for each additional misuse.

Medicaid or State Supplementary Assistance (SSA)

- Show your *Medical Assistance Eligibility Card* each time you get medical care or services.
- Tell your medical provider and DHS about any other medical coverage, like Medicare, or other insurance that you may have.
- Apply for any medical help that may be available to you. You also must agree to help in the application or claim process to get help.
- If you get money from another person or an insurance company to pay for your medical bills, you will need to give that money to DHS if Medicaid paid the bill. This will be used to repay bills that Medicaid paid for you.
- Cooperate with the Health Insurance Premium Payment (HIPP) Program and enroll in a health plan through your employer if DHS asks you to. The web site www.dhs.state.ia.us/hipp explains this program.
- You must give the social security numbers for everyone who wants Medicaid. This is required by Section 1137(a)(1) of the Social Security Act and 42 CFR 435.910.
- If you only want Medicaid, you can choose whether or not you want the Child Support Recovery Unit to help you get child support or health insurance from the absent parent.
- You must tell DHS about changes, such as:
 - Your health insurance coverage
 - You file an insurance claim or get an attorney to recover bills paid by Medicaid
- Things you need to know:
 - DHS may give your answers to law enforcement officials to catch persons fleeing to avoid the law.
 - You will have to pay back any benefits you got or that were paid to a third party on your behalf for which you were not eligible.
 - Section 1128B of the Social Security Act provides federal penalties for fraudulent acts and false reporting in connection with these programs.
 - If a change is not reported within 10 working days of when the change happens and any child for whom I am applying gets coverage when they were not eligible, I may be liable for the full amount of any payments made by the state to the health and dental plan in which the child was enrolled. These payments are approximately \$200 per child each month.

- Anyone who gets, tries to get, or helps any other person get assistance to which they are not entitled, is guilty of violating the laws of the state of Iowa. This includes, but is not limited to, Iowa Code Chapters 239B, 243, 249, 249A, and 249N.
- Giving wrong information on purpose may result in us taking criminal or civil legal action against you. It might also mean we reduce your benefits or take money back from you.

How to Report a Change

To report a change:

- Call 1-877-347-5678, or
- Email IMCustomerSC@dhs.state.ia.us, or
- Fax information to 1-877-238-0015.

You Have the Right to Appeal

You, or the person helping you, may request an appeal hearing if you do not agree with any action taken on your case. For Food Assistance, you can appeal in person or by telephone. For all other programs, you must appeal in writing. To appeal in writing do one of the following:

- Fill out an appeal electronically at <https://dhssecure.dhs.state.ia.us/forms/>, 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 local DHS office.

Send or take your appeal to the Department of Human Services, Appeals Section, 5th Floor, 1305 E Walnut Street, Des Moines, IA 50319-0114. If you need help filing an appeal, ask your local DHS office.

You can represent yourself. Or, you can have a friend, relative, lawyer, or someone else act on your behalf.

You may contact your local DHS office about legal services. You may have to pay for these legal services. If you do, your payment 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**.

You Will Not Be Discriminated Against

It is the policy of the Iowa Department of Human Services (DHS) 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 DHS has discriminated against or harassed you, please send a letter detailing your complaint to:

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

(Food Assistance only) USDA – Director, Office of Adjudication, 1400 Independence Ave SW, Washington, DC 20250-9410, or call 1-866-632-9992 voice. Individuals who are hearing impaired or have speech disabilities may contact USDA through the Federal Relay Services at 800-877-8339; or 800-845-6136 (Spanish).