

If you think the welfare office made a mistake or made a decision about your benefits you don't agree with, **YOU CAN APPEAL!**

What kind of decisions should you appeal?

- You keep trying to reschedule a missed appointment at the welfare office but can't, and they cut you off anyway.
- The welfare office cut off your medical card.
- You're forced to start a training program without enough time to find good childcare (you should be given 10 days).
- The welfare office says you aren't eligible for benefits or are no longer eligible for benefits (if this happens, get a denial notice in writing).
- Any other decision you disagree with.

Remember to appeal right away!

You could lose your right to appeal if you wait too long.

If you appeal within 15 days of the date of the notice, your benefits will not change while the appeal is being decided.



If paperwork or "verification" is the problem, appealing will give you extra time to get it in. For example, if the welfare office lost a paper you gave them OR you need more time to get a paper, you may want to appeal. After you get the paper, you can always withdraw your appeal later.

If you miss the 15-day deadline, you can still appeal, but you won't get benefits until your appeal is decided. **You have 30 days to appeal a denial or cut of cash or medical assistance. You have 90 days to appeal a denial or cut of food stamps.** In these cases, you might want to reapply as well as appeal.

(See more instructions on the back)

Appealing Welfare Notices is Easy!

Your welfare notice includes a page that looks like this:

2. Tell us which program you want to appeal:
 Medical Assistance

3. Choose the way you want your hearing:
 By telephone, at the phone number you write on this form
 By telephone, at the CAO.
 Face-to-face, with CAO staff and a judge in the hearing room.
 Face-to-face, with you and the people you bring in the hearing room with a judge and CAO staff on the phone.

4. Do you need a free interpreter? Yes No
If yes, what language? _____

5. If you will need help at the appeal because of a hearing impairment or other disability, please tell us how we can help you. There is no cost to you for this service.

6. Tell us why you want to appeal: _____

7. Signature: _____

8. Date: _____

9. Representative Name: _____

10. Representative Address: _____

11. Representative Telephone Number: _____

The Bureau of Hearings and Appeals will send you a letter to tell you when and where your hearing will be.

PA/FS 162 F 10/12

Helpful hints about filling out the appeal form:

1. You have the right to have a face-to-face hearing or a telephone hearing. We always recommend that people ask for a face-to-face hearing.
2. If you need special help because of a disability, be sure to write this on the form.
3. If you need an interpreter, be sure to check this box and write your language on the line. The welfare office will provide a free interpreter.
4. Make sure that you sign your name and write your address, phone number, and the date on this line.
5. If someone is helping you with your appeal, they can put their information on the appeal.

Make a copy of your appeal for your records. Then, hand deliver the appeal to your welfare office and be sure to get a receipt. If you cannot get to your welfare office, and send your appeal by certified mail return receipt requested.

Even if you don't get a notice, you can still appeal. Simply write your appeal on a blank piece of paper.

If you need legal assistance, call Community Legal Services at 215-227-2400 or 215-981-3700. Appeal right away, then ask for help!