

Did the County Assistance Office make a mistake?

YOU CAN APPEAL!



What can you appeal?



- They cut off your benefits (medical card, cash, or food stamps)
- You keep trying to reschedule a missed appointment, but they still cut you off.
- They lost your paperwork.
- They denied your application.
- Any other decision you disagree with.

Appeal right away to keep your benefits!

Don't wait! You could lose your right to appeal. You can always withdraw it later.

Appeal within 15 days.

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

You can still appeal after 15 days:

- Appeal within **30 days** for Medicaid or Cash (TANF)
- Appeal within **90 days** for SNAP



What happens next?

The hearing will be scheduled in a few weeks. This gives you time to try fixing the problem with the welfare office first.

Changed your mind? You can withdraw the appeal anytime.

Want help with your appeal? Come to Community Legal Services!

- **Leave a voicemail for us** (215-227-2400) on Mon and Wed, 9:00am-12:00pm
- **Walk into our office** (1410 W Erie Ave) on Tues and Thurs, 9:00am-12:00pm

How to Appeal a CAO Notice



Your notice from the County Assistance Office (CAO) includes a page with a heading like this:

Fair Hearing Form

Follow the directions to complete the 10 steps on this form.

Tips on filling out the appeal form:

- If the notice affects multiple benefits, you can appeal all in the same form.
- Tell the CAO why you disagree: this can be as simple as “I am eligible for benefits.” You can go into more detail later.
- Tell them if you want your benefits to continue while waiting for the outcome of the appeal. We generally advise that you mark **YES**.
 - **There is the risk that if you lose your appeal later, the CAO may ask you to pay back the benefits you weren’t eligible for.*
- You have the right to have a face-to-face hearing or a telephone hearing. We advise that people ask for a face-to-face hearing with the CAO staff present (the 4th checkbox option).
- If you need special help because of a disability or if you need an interpreter, there is a space to write this on the form. The CAO will provide free disability accommodations and interpretation services.
- If someone is helping you with your appeal, they can put their information on the appeal as your representative.

Even if you don’t get a notice, you can still appeal

- Simply write your appeal on a blank piece of paper.
- Say what you are appealing, give your name, CAO record number or social security number, and include your signature.

How to submit your appeal:

- Make a copy of your appeal for your records, then hand-deliver the appeal to your local CAO. Be sure to get a “drop-off” receipt from the desk.
- If you cannot get to your CAO, send your appeal by certified mail return receipt requested.