

## CHAPTER 16 NOTICES

### PREAMBLE

This chapter applies to any notice of decision or notice of action issued by or on behalf of the department.

[ARC 4973C, IAB 3/11/20, effective 4/15/20]

#### **441—16.1(17A) Definitions.**

“*Adequate notice*” means any notice of decision or notice of action issued in compliance with subrule 16.3(2).

“*Adverse benefit determination*” means any adverse action taken in regard to any individual’s benefits pursuant to an assistance program administered by the department or on the department’s behalf, excluding determinations related to requests for exceptions to policy.

“*Assistance program*” means a program administered by the department or on the department’s behalf through which qualifying individuals receive benefits or services. Assistance programs include, but are not necessarily limited to, food assistance, Medicaid, the family investment program, refugee cash assistance, child care assistance, emergency assistance, the family planning program, the family self-sufficiency grant, PROMISE JOBS, state supplementary assistance, the healthy and well kids in Iowa (hawki) program, foster care, adoption, and aftercare services.

“*Department*” means the Iowa department of human services.

“*Enrollee*” means any applicant for, or recipient of, benefits or services pursuant to an assistance program.

“*Timely*” means that the notice is sent at least ten calendar days before the date the adverse benefit determination would become effective. The timely notice period shall begin on the day after the notice is sent.

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**441—16.2(17A) Governing laws and regulations.** Notwithstanding the rules contained in this chapter, to the extent that state or federal law (including regulations and rules) related to a specific program is more specific than or contradicts these rules, the program-specific state or federal law shall control.

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#### **441—16.3(17A) Notices.**

**16.3(1) Timely notice.** For individuals applying for, or receiving, benefits pursuant to an assistance program, the department will provide timely, written notice of the right to appeal any adverse benefit determinations affecting the individual’s benefits or eligibility, when required to do so under state or federal law.

The department will also provide timely, written notice of pending actions for a state or federal tax or debtor offset.

Timely notice must also be adequate as provided in subrule 16.3(2).

**16.3(2) Adequate notice.** The department shall give adequate notice of the approval or denial of assistance or services; the approval or denial of a license, certification, approval, registration, or accreditation; pending action for a state or federal tax or debtor offset; or to the extent standards provided elsewhere in state or federal law are inapplicable. Adequate notice shall include:

- a. A description of the action taken;
- b. The effective date of the action;
- c. The specific reasons supporting the action, stated in clear language likely to be understood by the average program applicant or enrollee;
- d. References to applicable provisions of law supporting the action;
- e. An explanation of the right to appeal; and
- f. The circumstances under which assistance is continued when an appeal is filed.

**16.3(3) *Dispensing with timely notice.*** Timely notice may be dispensed with, but adequate notice shall be sent no later than the date benefits would have been issued, when:

*a.* There is factual information confirming the death of the enrollee or of the family investment program payee and there is no relative available to serve as a new payee.

*b.* The enrollee provides a clear written, signed statement that the enrollee no longer wishes to receive assistance, or gives information which requires termination or reduction of assistance, and the enrollee has indicated, in writing, that the enrollee understands that the consequence of supplying the information is termination or reduction of assistance.

*c.* The enrollee has been admitted or committed to an institution that does not qualify for payment under an assistance program.

*d.* The enrollee has been placed in skilled nursing care, intermediate care, or long-term hospitalization.

*e.* The whereabouts of the enrollee are unknown and mail directed to the enrollee has been returned by the post office indicating no known forwarding address. When the whereabouts of the enrollee become known during the payment period covered by the returned warrant, the warrant shall be made available to the enrollee.

*f.* The department establishes that the enrollee has been accepted for assistance in another state.

*g.* Cash assistance or food assistance is changed because a child is removed from the home as a result of a judicial determination or is voluntarily placed in foster care.

*h.* A change in the level of medical care is prescribed by the enrollee's physician.

*i.* A special allowance or service granted for a specific period is terminated and the enrollee has been informed in writing at the time of initiation that the allowance or service shall terminate at the end of the specified period.

*j.* The notice involves an adverse determination made with regard to the preadmission screening requirements.

*k.* The department terminates or reduces benefits or makes changes based on a completed Form 470-2881, 470-2881(S), 470-2881(M), or 470-2881(MS), Review/Recertification Eligibility Document, as described at 441—subrule 40.27(3) or rule 441—75.52(249A).

*l.* The department terminates benefits for failure to return a completed report form, as described in paragraph 16.3(3)“*k.*”

*m.* The department approves or denies an application for assistance.

*n.* The department implements a mass change based on law or rule changes that affect a group of enrollees.

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These rules are intended to implement Iowa Code chapter 17A.

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