

**605—11.31(29C) Contested cases.****11.31(1) Reconsideration.**

- a.* The household may request reconsideration of decisions regarding eligibility.
- b.* To request reconsideration, the household shall submit a written request to the Iowa Department of Homeland Security and Emergency Management, 7900 Hickman Road, Windsor Heights, Iowa 50324, within 30 days of the date of the letter notifying the household of the contracted entity's decision. Reconsiderations will also be accepted electronically via the process detailed in the initial notice of decision.
- c.* The department shall review any additional evidence or documentation submitted and issue a reconsideration decision within 30 days of receipt of the request.

**11.31(2) Appeal.** The household may appeal the department's reconsideration decision according to procedures in 605—Chapter 2 and this rule.

- a.* Appeals must be submitted in writing to the Iowa Department of Homeland Security and Emergency Management, 7900 Hickman Road, Windsor Heights, Iowa 50324, within 30 days of the date of the reconsideration decision. Written appeals will also be accepted electronically via the process detailed in the notice of reconsideration decision.
- b.* A written appeal is filed on the date the envelope sent to the department is postmarked or, when the postmarked envelope is not available, on the date the appeal is stamped received by the agency.

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