

**641—10.8 (135) Right to appeal.** If an individual disagrees with or is dissatisfied with IGS program eligibility, the covered-service determination or the decision of the IGS program, the individual has the right to appeal the decision or action.

**10.8(1)** The appeal shall be in writing and shall be submitted within ten working days of the decision or action to the local program staff with whom the individual has been working.

**10.8(2)** The local program staff shall contact an IGS program staff person with the information regarding the appeal within three business days.

**10.8(3)** IGS program staff shall confer with the bureau chief for the IGS program at the department and provide a decision to the local program staff within five business days. A decision made by IGS program staff shall be delivered by telephone, if possible, to the individual making the appeal and shall be followed by a written notification of the decision. The decision of IGS program staff shall be considered a final agency decision in accordance with Iowa Code chapter 17A.

[ARC 0060C, IAB 4/4/12, effective 5/9/12]