State Appeals Business Redesign-Revisions Chapter 37

Background
Eligibility Examiners in the Appeals unit follow State policies and regulations in the processing of State Hearings.

Changes
In order to establish uniform procedures, step by step process are included in chapter 37 of the Common Place Handbook (CPHB) for the following:

- Initial Process for Hearing Request
- Review of Hearing Case File
- State Appeals Hearing Day
- State Appeals Disposition and Decision
- Withdrawal and Conditional Withdrawal
- Aid Paid Pending (APP) Process
- Compliance Request and Escalation Process

In addition, the following new information has been added to the CPHB:

- Expedited State Hearing Requests - Chapter 37.4
- New phone number for hearing requests related to the Affordable Care Act (ACA), 1-855-795-0634 - Chapter 37.7.2
- In-Home Support Services (IHSS) Program - Appeals Process - Chapter 37.12

Implementation
The changes in this Update are effective immediately.
Other Programs

The information in this Update applies to the Appeals Unit, In-Home Support Services (IHSS), and all District Offices.

Kudos

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