IOWA | Health and Human Services

You Have the Right to Appeal

What is an appeal? An appeal is asking for a hearing because you think the Low-Income Home Energy Assistance Program (LIHEAP) made a mistake. You have the right to file an appeal if you disagree with a decision that affects you. There is no cost to ask for an appeal. [441 Iowa Administrative Code Chapter 2506, 7 Iowa Administrative Code Chapter 2506].

How do I appeal? There are multiple ways to submit an appeal. Choose the **one** that works best for you:

Online: Appeal online through the Department of Health and Human Services (HHS) website at https://hhs.iowa.gov/appeals or by using this QR code.

Email, Fax or Mail: Fill out the form offline or write us a letter telling us why you think the decision is wrong and submit by:

- Email: appeals@hhs.iowa.gov
- FAX: (515) 564-4044
- Mail: Iowa Department of Health and Human Services, Appeals Bureau, 321 E 12th Street, Des Moines, Iowa 50319

In Person: Take this form or letter to your local community action agency and it will be sent to HHS Appeals Bureau.

If you would like help completing your appeal request. Please call the HHS Appeals Bureau 1-888-723-9637 and a team member will assist you.

Program	Appeal Timeframe	How to Appeal
Low-Income Home Energy Assistance Program (LIHEAP)	30 days	In writing by methods listed above

How will I know if I get a hearing? You will get a hearing notice with the date and time of your telephone hearing. If you are not given a hearing, you will get a letter explaining why. It will also explain what you can do if you disagree with that decision.

Can I have someone else help me in the hearing? You or someone else, such as a friend or relative, can explain why you disagree with the LIHEAP decision. You may be asked to provide written authorization for them to do so. You may also have a lawyer help you, but LIHEAP will not pay for one. Your county HHS office can give you information about legal services.

The cost of legal services will be based on your income. You may also call Iowa Legal Aid at 1-800-532-1275.

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Policy on Fair Treatment and Equal Opportunity: Iowa HHS treats everyone fairly when hiring, working and providing services. This includes job applicants, employees and clients. If you want to learn more about our discrimination policy or how to file a complaint, visit https://hhs.iowa.gov/nondiscrimination-policy.

People with disabilities who need information in a different format (like Braille, large print, audio, or sign language), contact the office where you applied for benefits.

People who are deaf, hard of hearing, or have speech disabilities can call USDA through the Federal Relay Service at **(800) 877-8339**.

Program information may also be available in other languages.