



What you need to know about Medicaid/Waiver Due Process

WHAT CAN YOU APPEAL?

- Actions Related to Medicaid
- Denial
 - Termination
 - Reduction
 - Delay or Mistake (Waiting List)
- Medicaid Services Include:
- HCBS Waivers
 - Medicaid Card Services

HOW TO ASK FOR A HEARING

The following information must be provided when asking for a hearing, the person's

- Name
- Social security number
- Nature of the concern
- Any other important information

CALL: 1-866-635-3748 (Ohio Dept. of Job and Family Services)

EMAIL: bsh@odjfs.ohio.gov

WRITE TO: ODJFS State Hearings
PO Box 182825
Columbus, OH 43218-2825

FAX: 614-728-9574
If you receive a notice, fill out the form and mail to State Hearings.

WHO CAN REQUEST A HEARING?

- An individual or guardian
- Someone else may request on behalf of the individual if the individual provides a written statement giving authorization, known as the "authorized representative."

WHAT ARE THE TIMELINES?

- If you appeal within 15 days of the notice, services will continue until the hearing decision without change. You have 90 days total to appeal the decision, but between 15-90 days the change will occur, but can be reversed pending the outcome.

WHERE IS THE HEARING HELD?

- Usually at County JFS
- You can ask for it to be someplace else such as your home
- You will receive written notice of the hearing at least 10 days prior
- If you cannot attend you must call or the hearing will be dismissed

WHO ATTENDS THE HEARING?

- The individual and anyone else the individual request,
 - The Hearing Officer,
 - The State or County Representative

WHAT HAPPENS AT THE HEARING?

- You and others will be sworn in.
- The Hearing Officer will be typically be on a telephone conference call and not physically in the room with you.
- Hearing Officers are independent of the Dept of DD & County Board of DD, so do not assume they are familiar with the DD system or the particulars with waivers or other services.
- County or State Representatives state why they made their decision.
- The individual or representative states why they think it is wrong. You may bring notes from meetings, letters, or any other "evidence" you wish. You may have an attorney, but you do not need to.
- The Hearing Officer listens, records the hearing. They review the rules, laws and evidence and writes a decision.
- An individual may request administrative review of the decision if the individual does not agree with the decision.
- The Decision is binding on the State or County.