

Policy Clarifications

Cash Assistance – All- PCA-19847-870 Medical Assistance – All- PMA-19847-870 SNAP Assistance – All- PFS-19847-870

Submitted: 4/15/2020

Agency: CAOs

Subject: Acceptable Appeal Requests during the coronavirus (COVID-19) emergency

Question: Can the CAO accept an email for an appeal with or without a signature during the COVID-19 Emergency?

Response By: Policy Clarification Unit

Date: 4/23/20

Yes. The response to an email request for appeal will depend on whether the email comes with an attachment of the signed appeal request.

For Cash/MA:

- If no attachment with the signed appeal request, the CAO will then treat it as a verbal appeal request and attempt to get a written request within three days.
- If no written request received **after 3 days**, the CAO will forward a memo to BHA regarding the verbal request with no signed appeal request.
- If there is an attached signed request, the CAO will treat it as a written or faxed appeal request.

For SNAP/LIHEAP:

No written appeal request is required. A verbal appeal request is accepted.

- The CAO will forward a memo to BHA regarding the verbal appeal.
- If there is an attached signed request, the CAO will treat it as a written or faxed appeal request.

NOTE: Any emails sent to client/recipients with any identifying data, must be sent securely.