



www.ccj-mi.org

Food Assistance Benefits Helpline:

1-800-481-4989

Cut Off Food Assistance Program (FAP) Because “You failed to verify information” at Redetermination?

**You might not have to re-apply
to get your Food Assistance Program (FAP) benefits back.**

**DHS must review your FAP eligibility without a new application
IF DHS gets the missing verification within 30 days after the date your
Notice says your FAP will close.**

**If you turn in verification after this 30-day period,
you must reapply.**

**The sooner DHS gets the verification,
the more benefits you may get:**

1. If DHS gets the verification *before* the date your Notice says your FAP will close, you will have no loss of benefits, OR
2. If DHS gets the verification within 30 days *after* the date your Notice says your FAP will close, DHS must pay FAP benefits back to the date they got the verification.

What to do

when you get a Notice your FAP case is being closed because you failed to verify information:

- Keep the Notice and the envelope it came in (to show the date it was mailed).
- Write on the envelope the date that you received the Notice.
- Read your Notice carefully.
- Try to get the verification that is missing and hand it in to DHS before the 30-day deadline.

- If you aren't sure what information DHS needs, or you need help getting it, ask your worker for help and call our Food Assistance Benefits Helpline at 1-800-481-4989.
- Always write down at home what, how, and when you turn in things to DHS.
- Keep a copy of any verification you give to DHS.
- When possible, take the verification to DHS. Also, if there is a logbook at DHS, write down in it what you dropped off and the date.
- If there is no logbook at DHS or they will not take your paper verification, ask DHS or a Food Bank for help with sending the verification through a computer.
- Make sure you know the date *when* verifications are due.

Dealing with Problems:

I already gave DHS the verification that the Notice says is missing.

1. Request a hearing. Follow the directions on the hearing request form near the back of your Notice. Contact your local legal aid office for help with the hearing by calling 1-800-968-0738, or looking online at <http://www.michiganlegalaid.org>, AND
2. Try to figure out the date the verification was due and the date it was submitted. Calling toll-free at 1-855-ASK-MICH (1-855-275-6424) might give you this information. Also, you can call your caseworker to see if he or she can find the verification, AND
3. Call our Food Assistance Benefits Helpline at 1-800-481-4989, AND
4. Try to get the verification and hand it in again.

The Notice does NOT say what verification is missing.

1. Call your caseworker and ask what verification DHS needs, AND
2. Call our Food Assistance Benefits Helpline at 1-800-481-4989.

The Notice does NOT say I can still turn in verifications within 30 days and have my FAP case re-opened.

1. If you get this kind of Notice, call your caseworker and ask if you can still turn in verifications and have your case re-opened, AND
2. Try to get the verification and hand it in again, AND
3. Call our Food Assistance Benefits Helpline at 1-800-481-4989.

To protect your rights, you can also reapply.

Questions?

Call the toll-free Center for Civil Justice Food Assistance Benefits Helpline at 1-800-481-4989.