

Local Office Guidelines for Rights and Responsibilities

DFR must furnish the following information in electronic and paper formats, and orally as appropriate, to all applicants, authorized representatives and other individuals who request it. **In accordance with policy, DFR staff must advise applicants/recipients of his/her rights and responsibilities. The following guidelines are being provided.**

We are obligated to ensure the client and/or Authorized Representative (A/R) understand requirements:

- SNAP: If the client and/or A/R is applying for SNAP benefits only the SNAP section of the R&R should be read.
- TANF: If the client and/or A/R is applying for TANF benefits only the TANF section of the R&R should be read.

Medicaid

If the client and/or A/R is applying for Medicaid and chooses to waive the reading of the Rights and Responsibilities, they should be informed a paper copy of the R&R will be mailed, however the following points must be addressed with the applicants, authorized representatives and/or prospective clients:

- That the AG will receive written notices stating the actions that must be taken to stay eligible. (If the AG cannot comply, the client should call before the deadline to explain the reason.);
- The applicable timeline standards to determine eligibility for the application;
- If the AG disagrees with any action taken by the DFR, they may request a fair hearing;
- The AG's SSNs will be matched against the records of other agencies to detect unreported income and resources;
- The individual may withdraw his application at any time during the application process or request that his assistance be discontinued.