



Your Medicaid Fair Hearing and Due Process Rights

Administrative Resolution of Complaints

We encourage you to share any concerns you have with the staff or administration of the Fulton County Board of DD. All individuals served by the Board are entitled to a formal process of resolving differences known as the “Administrative Resolution of Complaints”. Copies of this policy are available at the Board office. Prior to initiating this process, however, all individuals are encouraged to bring their concerns to their SSA (or other board employees as appropriate). Most issues can be resolved through open dialogue and discussion.

Medicaid Fair Hearing/Due Process Rights

Individuals that are enrolled on a waiver (IO or Level 1), or that have been placed on a waiting list for a waiver, are entitled to Medicaid Appeals/Due Process any time Medicaid services are denied, terminated, reduced, delayed (placed on a waiting list) or approved.

Frequently Asked Questions

1. What Can Be Appealed?

Actions related to Medicaid: denial, termination, reduction, delay (being placed on a waiting list) or approval of services

2. How Do I Ask for a State Hearing?

Write to:

Ohio Department of Jobs and Family Services

State Hearings

30 East Broad Street

31st Floor

Columbus, OH.43215-3414

Or

Call: 1-866-635-3748 (only the individual with the complaint may call)

Or:

Fax 1-614-728-9574

3. Who is in Charge of the Hearing?

Ohio Department of Jobs and Family Services

4. Who Can Request a Hearing?

An individual or guardian; someone else may request on behalf of an individual 18 or over who does not have a guardian if the individual provides a written statement giving permission for a person to serve as his or her “Authorized Representative”.

5. What Information Must I Provide?

The individual’s name, social security number and the action you want to appeal

6. Who can help me with this process?

You may bring a lawyer, welfare rights worker, friend or relative with you to the hearing. To see if you qualify for free legal help, contact your local Legal Aid Office by calling 1-800-589-5888.

Additional information on Ohio Department of Jobs and Family State Hearings may be found at <http://jfs.ohio.gov/ols/bsh/faq.stm> .

For more information on Medicaid due process, contact your SSA at 419-337-0021, or the offices of Fulton County Jobs and Family Services at 419-337-0010.