**Do you think our internal appeal decision is wrong?**

**You can ask for a Fair Hearing.**

**What is a Fair Hearing?**

A Fair Hearing means the Human Services Board will look at the decision again. The Human Services Board has different people than the ones who decided your appeal. Tell their hearing officer why you think the appeal decision you got is wrong.

**How can you ask for a Fair Hearing?**

**There are 4 ways to ask for a Fair Hearing:**

* 1. **Call** Customer Support Center at **1-800-250-8427 OR** call the Human Services Board at **802-828-2536. OR**
  2. **Email** [**AHS.COHSBContact@vermont.gov**](mailto:AHS.COHSBContact@vermont.gov) **OR**
  3. **Send a letter** to:

Human Services Board

14-16 Baldwin Street, 2nd floor

Montpelier, VT 05633-4302

In the letter, put your name, date of birth, and phone number. Say what services you asked for and that you were turned down. Say that you want a Fair Hearing.

**OR**

* 1. Ask **in person** at the address above.
* You have **120 calendar days** to ask for an appeal. Calendar days means we count every day, even weekends and holidays.
* After you ask for a Fair Hearing, the Human Services Board will contact you. They will tell you the day and time of the Hearing.
* Your Fair Hearing will be **decided within 90 days**. The 90 days start on the day you asked for an appeal. But it does not count the number of days you took to ask for a Fair Hearing. Can it take longer than 90 days? Yes, **IF:**
  + There is an emergency the Human Services Board can’t do anything about **OR**
  + You ask for more time **OR**
  + The Human Services Board can’t make a decision because of something you do

**Are we cutting or ending services you already get?**

Did you **keep services** during your appeal? You have to **ask again** to keep them during the Fair Hearing. But you **only have 11 days to ask** for this. To keep getting services, call [enter name] at **[enter phone number]**. What if you lose the appeal? You may have to **pay** for the services.

# Can someone speak for me at my Fair Hearing?

Yes. You can speak for yourself or have a lawyer speak for you. Or you can have a friend, relative or someone else speak for you. Need legal help or a lawyer? You may be able to get it **FREE** from Vermont Legal Aid.

**Do you need free legal help?**

You may get **FREE** legal help from Vermont Legal Aid. Call their Office of Health Care Advocate at **1-800-917-7787.** **OR** go to their website at [**https://vtlawhelp.org/**](https://vtlawhelp.org/) on the internet. Fill out the form.



Rights of People with Disabilities

Do you have a physical or mental or learning condition? Does it make it hard to do things we ask you to do? We can make changes to help you. Changes are called “reasonable accommodation” under the ADA (Americans with Disabilities Act).

Here are some of the changes we can make:

* Someone can write down your answers if you can’t.
* We can give you more time.
* We can help you get papers you need to give us.
* You can have a support person with you when you talk to us.
* We can send you papers in large print.

Do you need **any** changes to help you? Tell us by calling **1-855-899-9600** for free.