

# Know Your Rights: Medicaid and SNAP

Are you facing issues with your Medicaid or SNAP benefits or applications? Don't worry, you have rights! If you have lost your Medicaid or SNAP, we can help you review that denial or termination and provide assistance if your benefits were wrongfully denied or terminated. Here's what you need to know:

## 1. Timelines Matter:

- Medicaid Applications: The Department of Health and Human Services (HHSC) has 45 days to process your Medicaid application.
- SNAP Applications: HHSC has 30 days to process your SNAP application.
- Recertification letters will be mailed by HHSC to all Medicaid recipients before Dec 31, 2023 in a YELLOW ENVELOPE that says "Action Required" in red or sent electronically to members signed up for electronic notices. Recertification letters have started being mailed out as of April 2023.

## 2. Appeals Representation:

We are here to support you! We can help you review that denial or termination to determine if your benefits were wrongfully denied or terminated. If your Medicaid or SNAP application is not processed in a timely manner, we encourage you to appeal that delayed action instead of reapplying and starting over. We are available to represent on appeals of delayed applications and appeals of wrongfully terminated Medicaid or SNAP.

## 3. Deadlines and Flexibility:

- Return any requests for information or recertification applications by the deadline provided by HHSC.
- Missed the deadline? You have 60 days to submit the requested information to have your SNAP application re-opened and processed. You have 90 days to submit the requested information to have your Medicaid application re-opened and processed. Your applications will be processed with the new date of when you submitted the requested documents. This will allow for a faster processing period and receipt of benefits than if you filed a new application and started over.

## 4. How We Can Help:

Our team is dedicated to assisting you throughout the application process. We provide guidance, support, and representation to make sure you receive the benefits you are entitled to. Apply online at [www.LoneStarLegal.org](http://www.LoneStarLegal.org) or by phone at 1-800-733-8394.