

## **Rights and Responsibilities**

### **Facts you should know about applying for Temporary Cash Assistance, Supplemental Nutrition Assistance Program (formerly Food Supplement), and Medical Assistance.**

#### **Social Security Numbers**

- You must give us a social security number for each family member who wants benefits.
- If a person who wants benefits does not have a social security number, that person must apply for a number. We can help applicants get their numbers.
- If a family member has applied for a social security number, we will not delay your application while you wait for the number.
- We use social security numbers to prove income. We do not give numbers to other agencies like Immigration and Customs Enforcement.

#### **Citizenship and Immigration Status**

- You must tell us about the citizenship and immigration status for each family member who wants benefits.
- Maryland uses the Systematic Alien Verification and Eligibility or SAVE system through the United States Citizenship and Immigration Service (USCIS) formerly known as Immigration and Naturalization Service (INS) to verify the alien status of all applicant and recipient non-citizen households. Information received from USCIS may affect your household's eligibility and benefit amount.

#### **Information**

- If a family member will not tell us about citizenship, immigration status or social security number, that person will not get benefits.
- They must still give us proof of income, expenses and other things.
- The other family members who give us their information will get benefits if they meet the rules.

#### **Emergency Medical Assistance**

Immigrants who are not eligible for other kinds of medical assistance and apply only for emergency medical assistance do not have to tell us their social security number, immigration or citizenship status.

#### **Time Limits**

- Temporary Cash Assistance has time limits.
- The Supplemental Nutrition Assistance Program (formerly Food Supplement) and Medical Assistance do not have a time limit.
- When Temporary Cash Assistance ends because of time limits, earnings or other reasons, you may still get Food Supplement benefits and Medical Assistance.

#### **Interviews**

- You, a responsible family member or someone you choose to represent you must be interviewed.
- In most cases we can interview you by telephone.
- You must give or send us the proof we ask for at your interview.

#### **If you need help**

If you need help, applying for benefits, or have questions, or need translations services, call your case manager or call 1-800-332-6347.

Si necesita ayuda para llenar el formulario favor de llamar al 1-800-332-6347.

The Family Investment Administration is committed to providing access and reasonable accommodations in its services, programs, activities, education and employment for individuals with disabilities. If you need assistance or need to request a reasonable accommodation, please contact your case manager or call 1-800-332-6347 or fill out the form on the next page.

### **Requesting a Reasonable Accommodation:**

If you are an individual with a disability, you may be entitled to a reasonable accommodation to help you access DHS's activities, programs and services. This applies even if you are working with a local department of social services or a vendor who provides services for DHS's customers.

A reasonable accommodation is a modification or adjustment to an activity, program or service which helps a qualified individual with a disability have meaningful access to DHS's activities, programs and services.

### **Examples of reasonable accommodations:**

**Hearing Impairment:** Sign language interpreter and providing an assistive listening device.

**Visual Impairment:** Having a qualified reader read to a customer.

**Mobility Impairments:** Mailing forms to a customer and meeting a customer at a more accessible location.

**Developmental Disabilities:** Having things written down; taking breaks; scheduling appointments around a customer's medical needs.

You may request a reasonable accommodation from the local department of social services or a vendor at any time. Your request may be oral or written. A request for a reasonable accommodation may be made in person, in writing or over the telephone. There are no particular words that you need to use to request an accommodation. A request may be made by you or someone helping you. If you need to request a reasonable accommodation because of your disability, you should speak with the case manager or the supervisor or the Customer Access Coordinator at your local department. You may ask the case manager for the name of the Customer Access Coordinator at your local department. You may use the form on the reverse side of this notice. You may also ask for more information at the front desk.

1. Dial 7-1-1 or [800-735-2258](tel:800-735-2258) to initiate a TTY call through Maryland Relay.
2. The Maryland Relay Operator's typed greeting, including the Operator's identification number, will display on your TTY or VCO phone.
3. When the Operator is finished typing, you will see the letters "GA" This means "Go Ahead."
4. Type the number of the person you want to call, along with any special calling instructions. Then type "GA".

**Request for Reasonable Accommodation**

Name of Person <b>Needing</b> an accommodation:	Name of Person <b>Requesting</b> an accommodation:
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Address:

City/State/Zip Code:	Telephone number:
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Nature of Disability or Impairment (specify):

**Local Department of Social Services Location:**

Accommodation Request (Type of accommodation requested.) Please print or type. Be as specific as possible. If needed, attach additional pages.

**Note:** If requesting **sign language services**, specify type: American Sign Language Interpreter (ASL), Certified Deaf Interpreter (CDI) or Communication Access Real Time Translation (CART).  
Please provide any additional information that may assist us in providing a reasonable accommodation (specify):

Customer/Applicant's Signature : \_\_\_\_\_ Date: \_\_\_\_\_

Return this form to the case manager or the Customer Access Coordinator in your local department of social services.

***For Office Use Only***

Date Request Received:  
Action Taken:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

CAC Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Customer Rights

In accordance with federal civil rights laws and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex (including gender identity and sexual orientation), religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA. Programs that receive federal financial assistance from the U.S. Department of Health and Human Services (HHS), such as Temporary Assistance for Needy Families (TANF), and programs HHS directly operates are also prohibited from discrimination under federal civil rights laws and HHS regulations.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the agency (state or local) where they applied for benefits. Individuals who are deaf, hard of hearing or who have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

USDA provides federal financial assistance for many food security and hunger reduction programs such as the Supplemental Nutrition Assistance Program (SNAP), the Food Distribution Program on Indian Reservations (FDPIR) and others. To file a program complaint of discrimination, complete the Program Discrimination Complaint Form, (AD-3027) found online at:

<https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by mail: Food and Nutrition Service, USDA, 1320 Braddock Place, Room 334, Alexandria, VA 22314; or fax: (833) 256-1665 or (202) 690-7442; or phone: (833) 620-1071; or email: [FNSCIVILRIGHTSCOMPLAINTS@usda.gov](mailto:FNSCIVILRIGHTSCOMPLAINTS@usda.gov).

For any other information regarding SNAP issues, persons should either contact the USDA SNAP hotline number at (800) 221-5689, which is also in Spanish, or call the [state information/hotline numbers](#) (click the link for a listing of hotline numbers by state); found online at: [SNAP hotline](#).

HHS provides federal financial assistance for many programs to enhance health and well-being, including TANF, Head Start, the Low Income Home Energy Assistance Program (LIHEAP), and others. If you believe that you have been discriminated against because of your race, color, national origin, disability, age, sex (including pregnancy, sexual orientation, and gender identity), or religion in programs or activities that HHS directly operates or to which HHS provides federal financial assistance, you may file a complaint with the Office for Civil Rights (OCR) for yourself or for someone else

To file a complaint of discrimination for yourself or someone else regarding a program receiving federal financial assistance through HHS, complete the form online through OCR's Complaint Portal at <https://ocrportal.hhs.gov/ocr/>. You may also contact OCR via mail at: Centralized Case Management Operations, U.S. Department of Health and Human Services, 200 Independence Avenue, S.W., Room 509F HHH Bldg., Washington, D.C. 20201; fax: (202) 619-3818; or email: [OCRmail@hhs.gov](mailto:OCRmail@hhs.gov). Persons who need assistance with filing a civil rights complaint can email OCR at [OCRMail@hhs.gov](mailto:OCRMail@hhs.gov) or call OCR toll-free at 1-800-368-1019, TDD 1-800-537-7697. For persons who are deaf, hard of hearing, or have speech difficulties, please dial 7-1-1 to access telecommunications relay services.

This institution is an equal opportunity provider.

**Right to Written Notice** – We must always give you a written notice explaining your benefits when we approve your case. We must always give you written notice when we change your benefits, deny or close your case. You have 90 days from the notice date to ask for a hearing. If you ask for a hearing within 10 days, you may be able to keep getting benefits while you wait for the hearing.

**Right to Appeal** – Ask for a hearing if you disagree with the Department’s decision. Your case manager can help you write your appeal. At the hearing, you can speak for yourself or bring a lawyer, friend or relative to speak for you.

**Right to Privacy** – You are giving personal information in the application. We use the information to see if you are eligible for benefits. If you do not give the information, we may deny your application. You have a right to review, change, or correct any information. We will not show your information or give it to others unless you give us permission or federal and state law allows us to do so.

**Right to Claim Good Cause** – If you want Temporary Cash Assistance (TCA), you must help the Department get child support. You may not have to help if it puts you or your family in danger.

**Right to Refuse Help** – You do not have to accept help from a religious organization if it is against your religious beliefs.

**Right to Timely Application Processing** – If you are eligible for expedited Supplemental Nutrition Assistance Program benefits we must give you your benefits within 7 days. For the regular Supplemental Nutrition Assistance Program and other programs, except for certain Medical Assistance programs, we must process your application within 30 days. There are times when there is a delay in processing. If there is a delay, we will send you a letter to tell you why there is delay in processing your application. If you are incarcerated or in another such institution and file an application for SNAP benefits or cash assistance, you may not receive SNAP or cash benefits until you are released. The filing date of your application for assistance will be the date of your release from the institution, if it is less than 30 days from the date your signed application was received in the local department. SNAP benefits are issued from the date of your release based upon your application date.

### **Authorization to Receive Family Planning Information**

If you want information, you can ask your case manager for a Family Planning Guide. You may also contact:

- 1-800-546-8900 if you need help in finding a provider for birth control or arranging prenatal care, or
- The Center for Maternal and Child Health at 410-767-6713  
<https://phpa.health.maryland.gov/mch/Pages/home.aspx>

## **You Have the Following Responsibilities**

**Provide Information** – You must give true and complete information. You may need to give us proof of this information. We will keep this information private. Any delay in providing proof may result in your case being delayed or denied.

Collecting application information, including the social security number of each household member, is authorized under the Food and Nutrition Act of 2008, U.S.C.2011-2036, Social Security Act §1137(f) and 42 U.S.C. §1320b-7(d). We use the information to find out if your household is eligible. We check this information by matching computer programs.

We also use the information to see if you meet program rules. We may contact your employer, bank or other party. We may also contact local, state or federal agencies to make sure the information is correct. We can give your information to other federal or state agencies for official use and to law enforcement officers who need it to find persons fleeing to avoid the law.

### **If you get too much in benefits:**

- You may have to repay the money for the benefits, and
- We may give the application information, including social security numbers, to federal or state agencies, as well as private claims collections agencies, for action.

Giving information is voluntary. If you do not give us information such as social security numbers for everyone who wants help, we may deny benefits for each person who does not give a social security number. If you do not have a social security number, we will help you get one.

**Report Changes** - You must report all changes within 10 days unless you are part of the Supplemental Nutrition Assistance Program (SNAP) simplified reporting group and are not receiving Cash Assistance or Medical Assistance. If you want to know if you are part of this group, ask your case manager. You may tell us about any changes in person, by telephone, or by mail to the Department.

**Note:** For all SNAP customers including those who are simplified reporters:

1. If you receive lottery/gambling winnings in the amount equal or greater than \$3,500, you must report the amount and the date the winnings received to the local department within 10 days.
2. If you are an Able Bodies Adult Without Dependents (ABAWD), if your work hours decrease below 80 hours per month, you must report the change to the Local Department within 10 days.

**Warning – We may deny, lower or stop your benefits if you give us wrong information or do not report changes. A judge may fine and/or imprison you if you deliberately give wrong information or do not report changes.**

### **Work Requirements for the Supplemental Nutrition Assistance Program**

Individuals applying for or receiving SNAP benefits must know and understand the following information about the SNAP work registration and work requirements. SNAP work requirements are covered in federal law at 7 CFR 273.24.

Everyone over age 18 is required to be registered for work unless otherwise exempt, because they are: over age 60, caring for a child under age 6 living in their home, applied for or receiving unemployment benefits, self-employed- working a minimum of 30 hours or more per week at the equivalent of federal minimum wage, attending a recognized school or institution of higher education at least half time, or the individual is mentally or physically unfit for work. Work registration is not the same as participation.

Beginning January 1, 2016 able bodied individuals without dependents (ABAWDS), ages 18-50, who are not exempt for work registration under one of the above reasons or they reside in an area that is designated as exempt, are required to be work registered and participate in a work program/activity or be employed.

These individuals known as ABAWDS may only receive SNAP benefits for three months in a fixed 36 month period unless the individual is employed or participating in an approved work or educational activity a minimum of 80 hours per month. The individual may not receive SNAP benefits again until he or she meets the work requirements. You will receive additional information from the case manager and information is available on the DHS website at: <http://dhs.maryland.gov/food-supplement-program/able-bodied-adults-without-dependents-abawds/>.

**Authorized Representatives** – In most instances, if your authorized representative gives us wrong information, you will have to pay back any amount you are overpaid.

If your authorized representative knowingly gives us the wrong information or does not use your benefits properly, we may disqualify the person from being an authorized representative and prosecute them for fraud under state and federal law.

If a drug and alcohol treatment center or a group living arrangement acts as your authorized representative for your food benefits and they willfully give us wrong information about your situation, we may prosecute under applicable State or federal law.

## **TCA and Supplemental Nutrition Assistance Program Penalties**

### **Do not:**

- Give false information or withhold information to get or continue to get TCA and/or SNAP benefits.
- Trade or sell TCA or SNAP benefits, or electronic benefit cards.
- Use TCA and SNAP or electronic benefit cards to buy items not allowed, such as alcohol and tobacco or to pay on credit accounts.
- Use someone else's TCA or SNAP benefits.
- Use someone else's Electronic Benefits Card without authorization.
- Use your EBT card containing TCA benefits in a liquor store, adult entertainment venue such as a strip club or in a gambling establishment such as a casino.

Your SNAP benefits will not increase if your cash assistance is reduced or closed because you did not follow the rules.

If a household member deliberately breaks the rules, we may bar the person from TCA or SNAP.

- We may bar this person for one year after the first violation.
- We may bar this person for two years:
  - After the second violation, or
  - After the first time a court finds this person guilty of buying illegal drugs with TCA or SNAP benefits.
- We may bar this person permanently:
  - After the third violation;
  - After the second time a court finds a person guilty of buying illegal drugs with TCA or SNAP benefits;
  - After the first time a court finds this person guilty of buying guns, bullets, or explosives, with TCA or SNAP benefits; or
  - After a court finds this person guilty of trafficking TCA or SNAP benefits of \$500 or more.
- We may bar this person for 10 years if found guilty of making a false statement about the person's identity in order to receive multiple benefits at the same time.

A judge can also fine this person up to \$250,000, imprison the person for up to 20 years, or both. A judge can also bar this person for an additional 18 months. The person may also have to face further prosecution under other federal laws.

### **SNAP/EBT Card: Multiple Card Replacements**

Individuals who request four or more replacement Independence cards in one year may be referred to the Office of the Inspector General for investigation of trafficking benefits.

**Medicaid Warning and Penalty - Only use Medical Assistance cards if you are eligible.**

Every person convicted of “Medicaid Fraud” with a value of **\$500** or more in money, services, or goods is guilty of a felony, and shall:

1. Pay back money, services or goods; or the value of those services or goods unlawfully received;
2. Be subject to a fine of no more than \$10,000, imprisoned for no longer than five years, or both.

Every person convicted of “Medicaid Fraud” with a value of less than \$500 in money, services or goods is guilty of a misdemeanor, and shall:

1. Pay back money, services or goods; or the value of those services or goods unlawfully received;
2. Be fined no more than \$1,000 and imprisoned for no longer than three years or both.

**Read Before Signing:**

I understand that it is important to give true information and if I do not, I am breaking the law.

I understand that I can be fined, imprisoned or have my benefits reduced for making false statements or for pretending to be another person.

I know I can be punished for not reporting changes that may affect my eligibility or benefit amount.

I understand that if I get more SNAP benefits than I should, all adult members of my households are liable for repaying the debt.

I know the Department can use the application against me in a court of law for fraud prosecution.

I know that failing to report or verify shelter, medical or dependent care expenses or child support payments is the same as saying I do not want a deduction for the expenses I did not verify or report.

I understand that the Department may check the information on this form to see if it is correct and may select my case for a spot check, such as for a Quality Control Review.

I agree to allow someone from the Department to visit me at home. I will help them get all needed proofs from any source.

I understand by signing this application:

- I accept cash assistance and/or medical assistance.
- I agree that Medicare Part B will make payments directly to doctors and medical suppliers.
- I give the Department the right to seek payment from private or public health insurance and any liable third party. I understand that I must cooperate with the department in securing such payments. The Department may seek payment without legal action, as long as it does not keep more than the amount Medical Assistance paid.
- I give the Department the right to inspect, review and copy all medical records for services received through the Medical Assistance Program.

I understand that when a person is deceased who was at least 55 years old when receiving Medical Assistance the state may take money from the estate to repay payments made on behalf of that



person. The program may take the money only if there is no surviving spouse, unmarried child younger than 21, or blind or disabled child (married or unmarried) of any age.

**Signature Section**

I understand that, as required by Maryland law, certain law enforcement agencies that investigate fraud can obtain information about my application, income, benefits and other documentation as part of their investigation. While access to my application and benefit information is normally limited (under Md. Code Ann. Human Services Article § 1-201), these limits do not apply to these investigative agencies. Such agencies include the Department of Human Services' Office of the Inspector General. I understand that I do not need to provide consent to these agencies in order for them to investigate any allegations of fraud against me. Any information found as a result of the investigation may be used against me if an allegation of fraud is prosecuted.

I have read or someone has read and explained the entire application to me. I swear or affirm under penalty of perjury, that all the information I gave is true, correct, and complete to the best of my ability, belief and knowledge. I received a copy of my rights and responsibilities. I authorize any person, partnership, corporation, association, or governmental agency that knows the facts about my eligibility to give that information to the Department. I also authorize the Department to contact any person, partnership, corporation, association, or governmental agency that has given proof of my eligibility for benefits. I certify, under penalty of perjury, that by signing my name below, all persons for whom I am applying are U.S. citizens, lawfully admitted immigrants or individuals in satisfactory immigration status.

Signature of Applicant/ Recipient		Date
Signature of Witness (If you Signed an X)		Date
Signature of Spouse (If Applicable)		Date
Signature of Authorized Representative (If Applicable)		Date
Signature of Case Manager		Date
<p>I do not wish to apply for assistance at this time. I withdraw my application for:</p> <p><input type="checkbox"/> Cash Assistance    <input type="checkbox"/> Supplemental Nutrition Assistance Program    <input type="checkbox"/> Medical Assistance</p> <p><input type="checkbox"/> Emergency Assistance to Families and Children</p>		
Signature of Applicant, Recipient, Authorized Representative		Date
Printed Name of Applicant		

### Assignment of Support Rights for Temporary Cash Assistance

- I assign to the State of Maryland all rights, titles, and interest in support that I may have for myself or for any person receiving TCA, collected from the time I sign this agreement until my assistance ends.
- This includes any overdue support that has not been collected for the time that I or any person received TCA assistance.
- I agree to have the child support agency collect any support owed to me and to keep up to the amount of TCA paid to me.
- I agree to send to the State of Maryland any support I receive. If I do not turn over this support, I will have to repay this amount to the State of Maryland. I may also be prosecuted for fraud.

### When I am eligible for Medical Assistance:

- I assign all rights, title, and interest in medical support and health insurance payments I may have for myself or any person receiving Medical Assistance. This includes overdue medical support or health insurance payments that have not been collected.
- I agree to have the child support agency collect medical support payments owed to me and to keep up to the amount of Medical Assistance payments that were made for me.
- I agree to give the State of Maryland any medical support or health insurance payments I receive.
- I will cooperate to the best of my ability and knowledge with the child support agency while I am receiving TCA and Medical Assistance
- If I do not cooperate with the child support agency, I may lose all my benefits and my case may be closed
- I understand that if I have an additional child/ren while receiving TCA or Medical Assistance, I agree to follow all of the requirements for that child/ren or my TCA or MA may be closed.

**I have read these statements or someone has read them to me. I understand what they mean. By signing my name below, I agree to follow what the document states.**

**Signature:**

**Date:**

**Printed name:**