

# BENEFIT DETERMINATION DENIAL



You may request an administrative hearing to appeal your benefit determination denial. Many people going through the process represent themselves, but you may choose a family member, friend or attorney to represent you at your own expense.

During the hearing, an administrative law judge will review the case and decide whether our denial was appropriate under the program's laws. You have 30 days from the date of your eligibility denial notice to request a hearing.

## To request an administrative hearing, you may:

### Submit a request through your WA Cares benefits account

If you choose this option, include a written statement to confirm that you are requesting a hearing. If you do not, we will contact you to confirm.

### Call 844-CARE4WA

If you choose this option, we can support you in completing a hearing request.

### Mail a request to P.O. Box 45612, Olympia, WA 98504-5612

If you choose this option, be sure to include the following information with your request:

- Your contact information including full name, address and phone number. You may also need to provide your WA Cares ID number or other identifying information. If you need someone to file the request on your behalf, they will need to also provide their information.
- That you are appealing a WA Cares benefits eligibility denial.

**Notify a program employee in-person** at a Washington State Department of Social and Health Services regional office or your local Area Agency on Aging.

- Find a local AAA office by visiting [wacalc.org/consumersite/connect](http://wacalc.org/consumersite/connect). Walk-in hours vary by location. Check with your local office to make an appointment or confirm walk-in hours.

**Contact the Office of Administrative Hearings** directly using one of the following methods:

- Fill out the "Hearing Request WA Cares Form – Beneficiary" form at [oah.wa.gov/resources/forms/hearing-request-wa-cares-form-beneficiary](http://oah.wa.gov/resources/forms/hearing-request-wa-cares-form-beneficiary).
- Call 800-583-8271

You still have the option to work with us on a solution outside of your hearing request.

## CONTACT US



### PHONE

844-CARE4WA (844-227-3492)



### EMAIL OR CHAT

[wacaresfund.wa.gov/contact](http://wacaresfund.wa.gov/contact)

Call 844-CARE4WA or visit our contact page. Language assistance is available. You can also log in to your WA Cares benefits account and send us a secure message.