

Meals on Wheels of Rockingham County
Denial of Services
Request for Review Procedure

If you have applied for services and received a letter from our agency stating you have been denied, you may request a review of your application for services by MOWRC. This may also be completed by an authorized representative.

To request a review of your application, you can contact our administrative office:

1. Call the Operations Director at 603-679-2201 or email Operations@RNMOW.org. Please make sure to include your contact information and the Operations Director will call you within 30 Business days.
2. You can fill out a Request for Review over the phone, or it can be mailed/emailed to you for completion. Forms can also be accessed on our website at RockinghamMealsOnWheels.org
3. We will review your request and get back to you with any questions.
4. A decision will be made within 30 business days of your request.
5. Decisions will be made in accordance with the NH DHHS and BAAS eligibility requirements for Title III C and Title XX home meal delivery program and Title III transportation.
6. The Operations Director will notify the person(s) making the request for review in writing.
7. If the person requesting the review is still unhappy with the decision, they may file an appeal with State of New Hampshire DHHS.

FILING AN APPEAL With the State of New Hampshire DHHS:

The Administrative Appeals Unit (AAU) conducts hearings and decides whether the Department of Health and Human Services (DHHS) followed the applicable rules and laws in making the decision on your benefits. The AAU is independent and does not have access to DHHS records.

There are several ways to request an appeal:

1. Call Customer Service Center at 1-844-ASK-DHHS (1-844-275-3447);
2. Go in person to your District Office;
3. Complete the Appeal Request Form and file it with the AAU along with a copy of your Notice of Decision. You can find the Appeal request form here: <https://www.dhhs.nh.gov/doing-business-dhhs/legal-services/administrative-appeals>

This form can be sent to the AAU via:

- a. E-mail to dhhs.aau@dhhs.nh.gov;
 - b. US Mail or in person to the AAU at 105 Pleasant Street Concord NH 03301; or
 - c. Fax to 603-271-8422; or
- 4.** Call the AAU at 603-271-4292 or 1-800-852-3345 extension 14292 to make a verbal request.

Please note, if you request your appeal orally through one of the methods listed above, to ensure the AAU has your most up to date contact and case information, the AAU will still ask you to complete an Appeal Request Form and to provide a copy of the Notice of Decision you are appealing.