

## NEW: How You Can Keep Food and Medical Assistance after May 1st!



The federal government has ended the COVID-19 Public Health Emergency. This means that the extra SNAP benefits will stop and Medicaid paperwork will be required by many in order to renew benefits. **The Human Services Department (HSD) will start sending out notices by mail with instructions on how to renew starting May 1, 2023.** Even if you don't receive this notice, you still may be required to submit the paperwork.



### **Important to remember in the renewal process:**

- 1** Complete the renewal paperwork. HSD will try to renew Medicaid automatically for many families. **Many families still qualify for Medicaid and will need to take action to renew if their benefits are not automatically renewed.** If adults in the household lose Medicaid due to income changes, **children may still qualify for Medicaid** and other healthcare programs are available through BeWellNM ([www.bewellnm.com](http://www.bewellnm.com)).
- 2** **Make sure your contact information is up to date so HSD can reach you.** HSD may renew your case using information it has on file, but if they cannot then you will be sent a form to sign and return.
- 3** **Return renewal forms by the deadline and report any changes to your income or household.** You can use the renewal form to let HSD know about changes, for example: increases in housing costs could increase the amount of SNAP you receive.
- 4** **There are different ways to verify your income.** If HSD asks for proof of income, paycheck stubs are not always required. A statement from your employer or someone else who knows about your household income must be accepted. If that is not possible, your own written statement of household income must be accepted.
- 5** **Immigrant families & Public Charge:** Many immigrants qualify for benefits in New Mexico. Some families worry that using public benefits could hurt their chance to get a green card, due to the public charge test. Public charge is a test used by the federal government to see if someone applying for a green card or a visa is likely to use certain government programs.
  - **SNAP and Medicaid (except for Institutional Care Medicaid) do not count in a “public charge” test.**
  - **Even if you do not qualify based on your immigration status, you can apply and renew benefits for family members who do.** The people in your household who are not seeking benefits for themselves (due to their immigration status), should not be required to provide Social Security Numbers or immigration status information.

## What to Do If Benefits Stop or Are Delayed

→ You have a right to get food and medical assistance, and notices about your benefits, in the timeframes required by federal law. If you are required to return paperwork, HSD must send you a notice, explaining what is needed and by when. The Human Services Department is not currently processing applications and renewals by required deadlines. Some New Mexicans will no longer qualify for Medicaid due to changes in income. Below is information about steps you can take if your benefits are denied or delayed.



→ **If you don't qualify for Medicaid, there are other health insurance programs available through BeWellNM.** You may qualify for financial help to buy a health plan through BeWellNM, based on income. To get help applying for health insurance, call BeWellNM at 1-833-862-3935. **Get help with food** by calling Roadrunner Food Bank at 866-327-0267 or visit <https://www.rafb.org/find-help/find-food/>

### If benefits are delayed or improperly denied:

**1**

**Call the Income Support Division at 800-283-4465.**

- Benefits should continue without a gap if you turn in renewal paperwork on time.
- Medicaid applications should be processed within 45 days of applying.
- SNAP applications should be processed within 30 days of applying.
- Emergency SNAP applications should be processed within 7 days of applying.

**3**

**Ask for a Fair Hearing.**

- By phone: 505-476-6213 or 800-432-6217 option 6;
- By mail to: Office of Fair Hearings, P.O. Box 2348, Santa Fe, NM 87504; or
- By email: [HSD-FairHearings@state.nm.us](mailto:HSD-FairHearings@state.nm.us)
- **Requesting a Fair Hearing will never negatively impact your immigration case and/or status.**

**2**

**Visit an ISD office during their regular office hours.**

- Mondays to Fridays: 8:00AM - 4:30PM

**4**

**Get free legal help.**

- Call New Mexico Legal Aid at 833-545-4357; or
- New Mexico Center on Law and Poverty at 505-255-2840