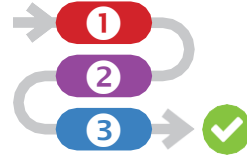


The Review Process

My review is due. What happens next?



The following steps will help you understand the review process for Medicaid, CHIP, SNAP, Child Care, and Financial assistance. Each step explains what to expect.

➔ **Step 1** The Department of Workforce Services (DWS) will address your review form.

- All medical, Child Care and Financial programs are reviewed each year. For most individuals, SNAP is reviewed every six months.
- For medical, in your assigned review month, DWS will attempt to complete your review without you. If DWS cannot complete your review without you, they will send you a review form to complete and return.
- SNAP, Child Care, and Financial programs require completed review forms. The date it is due will be included on the form. If the date has passed, return the review form anyway.
- If you do not complete the review process, your coverage will end.
- DWS will review the form in 7 to 10 days.
- DWS may contact you by phone or mail to discuss your review form. SNAP requires an interview every 12 months.

- ➔ **You can check the status of your review form** at jobs.utah.gov/mycase or call DWS at 1-866-435-7414 or 801- 526-0950 Monday – Friday, 8 am – 5 pm.
- Watch for DWS notices sent by mail or if you receive paperless notices, you may log on to jobs.utah.gov/myCase and review the documents tab.
 - If DWS can confirm you're still eligible, they will send you a **Review Complete Notice**.

➔ **Step 2** DWS needs to gather your verification.

- Verification is the paperwork, like bank statements or pay stubs, required to verify the information you report to us. The information you provide will help us determine your eligibility.
- If verification is required, DWS will send you a notice. The notice will list what is required and a date the information is due.
- If you need help gathering the requested verification or need more time, call DWS before the due date.
- Once you turn in the requested documents, DWS will review them within 14 days to determine your eligibility. If they need additional information or documentation, they will contact you.

➔ **How do I get DWS the verification they need?**

Online: You can upload verification documents at jobs.utah.gov/mycase

By fax: You can fax them to 1-877-313-4717 or 801-526-9500.

By mail: You can mail documents to:

Department of Workforce Services • Imaging Operations • PO BOX 143245 • Salt Lake City, UT 84114-3245

In person: You can drop off documents at any [DWS Employment Center](#) M – F, 8 am – 5 pm.

➔ **Step 3** DWS makes a decision.

- Once your eligibility has been redetermined, DWS will send you a notice explaining the outcome of your review. The notice lists your [appeal rights](#) if you do not agree with the decision.
- If you are approved for a Medicaid program with a cost-sharing requirement such as a spenddown, premium, or cost of care, a separate notice will be sent to you explaining the options, costs, due dates, and ways to make payments, if needed.