

## HOW DO I APPLY?

You will need to fill out an application. You can get applications at your local ISD office or online at:

[www.hca.nm.gov/lookingforassistance](http://www.hca.nm.gov/lookingforassistance).

You can apply:

- online ([www.yes.nm.gov](http://www.yes.nm.gov))
- by phone for Medicaid only (1-800-283-4465)
- by mail (CASA, P.O. Box 830, Bernalillo, NM 87004)
- by fax (1-855-804-8960)
- in person (at your local ISD office)

## THE APPLICATION

You can use the same application for SNAP, Cash Assistance, LIHEAP and most medical programs.

When you apply for help with food, money, energy costs or medical care, we will need certain documents from you to see if you qualify for each program. These documents are called "proofs." The application has a list of what proofs you may need. It is important to give us your proofs on time. If you are having trouble getting your proofs, please let us know right away. It is ISD's responsibility to help you.

### Who Can Get Benefits?

Normally, to get benefits you must:

- 1) be a resident of New Mexico;
- 2) be under the income and resource limits for each program;
- 3) be a U.S. citizen or non-citizen with eligible immigration status; and
- 4) meet other program needs.

### How Long Will It Take to Process My Application?

The Department must process your application within a certain number of days after you apply. Below is the maximum number of days it should take to find out if you can get benefits:

<b>SNAP:</b>	30 days, or 7 days if you qualify for expedited SNAP
<b>Medicaid:</b>	45 days for most kinds, or 90 days for Medicaid for a disability
<b>NMWorks:</b>	30 days
<b>Education Works:</b>	30 days
<b>General Assistance:</b>	90 days

## FAIR HEARINGS

If your application is denied, or if you do not agree with something that happened in your case, you can ask for a fair hearing.

To ask for a fair hearing, call 1-800-432-6217, ex. 6.

## Your Civil Rights/ Nondiscrimination Statement

This institution is prohibited from discriminating on the basis of race, color, national origin, disability, age, sex and in some cases religion or political beliefs.

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotope, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

- (1) **mail:**  
U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410; or
- (2) **fax:** (833) 256-1665 or (202) 690-7442; or
- (3) **email:** [Program.Intake@usda.gov](mailto:Program.Intake@usda.gov).

For any other information dealing with Supplemental Nutrition Assistance Program (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:

[http://www.fns.usda.gov/snap/contact\\_info/hotlines.htm](http://www.fns.usda.gov/snap/contact_info/hotlines.htm).

To file a complaint of discrimination regarding a program receiving Federal financial assistance through the U.S. Department of Health and Human Services (HHS), write: HHS Director, Office for Civil Rights, Room 515-F, 200 Independence Avenue, S.W., Washington, D.C. 20201 or call (202) 619-0403 (voice) or (800) 537-7697 (TTY).

This institution is an equal opportunity provider. (Revised 2/15/23)

To file a complaint through HSD of discrimination and/or rude treatment regarding a program receiving Federal or State financial assistance, a complaint form is available at the ISD office or you may write to: NM Human Services Department, ISD Civil Rights Director, P.O. Box 2348, Santa Fe, NM 87504-2348 or by fax (505) 827-7241.



### Special Needs Information

If you are a person with a disability and you require this information in an alternative format, or require a special accommodation to participate in any public hearing, program or services, please contact the Human Services Department, American Disabilities Act (ADA) coordinator at 1-505-827-7701 or through the New Mexico Relay System TDD at 1-800-659-8331 or by dialing 711. The Department requests at least 10 days advance notice to provide requested alternative formats and special accommodations. (Revised 09/15/14)







HEALTH CARE  
AUTHORITY

## NEW MEXICO HEALTH CARE AUTHORITY

### DOES YOUR FAMILY STRUGGLE TO MAKE ENDS MEET?

*Maybe we can help!*

The Health Care Authority (HCA) runs public assistance programs for the State of New Mexico. We work to make the quality of life better for New Mexicans. We help eligible families to:

- buy food 
- get jobs or job training
- pay for heating or cooling 
- get cash payments 
- get links to childcare and other services
- get health insurance coverage 

For more information, please call 1-800-283-4465. You can visit us online at <http://www.hca.nm.gov/>

HCA's Income Support Division helps families see if they qualify for the programs listed in this pamphlet. See inside for a short overview of these programs.



Medicaid is both a state and federal program. It gives health insurance to and pays certain bills for those who qualify. This state has programs for low-income adults and children. There are programs for pregnant women and women with breast or cervical cancer. There are also programs for people who are disabled or get long-term care in a medical facility. Some non-citizens may not be able to get Medicaid without an eligible immigrant status. However, Medicaid may pay their bills from an emergency.

### Turquoise Care

Most people in New Mexico's Medicaid will get services through Turquoise Care. Turquoise Care is the state's managed care Medicaid program. Some Native Americans can sign up for Turquoise Care or get Medicaid without a managed care organization. This is called "fee-for-service."

For questions about Medicaid, call 1-800-283-4465.

You can also go online at:

[www.hca.nm.gov/lookingforinformation/](http://www.hca.nm.gov/lookingforinformation/)



### LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

LIHEAP helps low-income New Mexicans pay for home heating or cooling costs one time each program year. LIHEAP may also be able to help you get heating or cooling services or prevent them from being disconnected.

Some tribes and pueblos have their own LIHEAP program. You can also find LIHEAP applications at various utility or fuel companies and other community organizations.

If you get food assistance, cash assistance or Medicaid, the Health Car Authority may be able to use some of the information already on file with the Department to determine eligibility.

### WHEN WILL I KNOW IF I CAN GET SNAP BENEFITS?

Your LIHEAP benefit is sent right to your utility company or home fuel provider. They then credit your account. If your energy provider is not a LIHEAP vendor, a check is mailed to you for paying your heating or cooling bill.

For more information, please call 1-800-283-4465.



### SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)

SNAP benefits help low income New Mexicans buy food. New Mexicans who qualify get a plastic card with a monthly benefit. They can use the card like a bank card to buy food.

### WHAT HAPPENS AFTER I APPLY FOR SNAP?

Your application will be screened to see if you can get SNAP within 7 days from the date you sign up. During your interview, your caseworker may give or send you a list of things they still need from you. These things will tell the caseworker about you and your household. They will help your caseworker figure out if you qualify for SNAP benefits.

### WHEN WILL I KNOW IF I CAN GET SNAP BENEFITS?

You will get a letter within 30 days. It will let you know if your SNAP application was approved.

You may receive SNAP benefits in as little as 7 days:

- if you have little or no money
- if your shelter costs are more than the money you earn
- if you meet the requirements for a migrant worker

### HOW DO I GET SNAP BENEFITS?

When you are approved for SNAP benefits, you will be mailed an Electronic Benefit Transaction (EBT) card. Your SNAP benefits will be deposited into your EBT account each month. You can use the card to purchase food at most grocery stores.

For EBT questions, please call 1-800-283-4465.

### SOME SENIORS CAN GET SNAP BENEFITS.

Some seniors can get SNAP benefits even if they own their own home or get meals delivered. A senior citizen with a low or fixed income may be able to get help buying food.

### THE EMERGENCY FOOD ASSISTANCE PROGRAM (TEFAP)

TEFAP gives food to low-income New Mexicans through food pantries in each county. You can get TEFAP even if you receive SNAP. Households self-declare income and must provide proof of residency. Foods may include fruits, vegetables, protein, grains and dairy.

To find out if you qualify, please call 1-800-648-7167.



### CASH ASSISTANCE

New Mexico has three types of cash assistance for certain adults and families. They are NM Works, Education Works and General Assistance. A one-time cash payment may work better for you than monthly benefits. If so, contact ISD about the diversion program.

### NMWORKS

NMWorks gives work experience or job training and other services that lead to employment. Families can get short-term cash assistance while they look for work or become work-ready.

### WHO CAN GET NMWORKS?

NM residents can get benefits if they have:

- income and resources of the household are low enough for the program, and
- at least one dependent child. The child must be age 17 or younger, or 18 and a full-time student who will graduate before age 19.

### WHAT SERVICES HELP ME BECOME READY FOR WORK?

Most adults who get cash payments have to take part in NMWorks. This program helps adults find a job. Or it can help adults get the training or education needed to secure a job. A program in your area will work with you to review job skills and plan work activities. Some adults can do different or fewer activities and still get benefits.

### EDUCATION WORKS (EW) PROGRAM

The EW program gives cash payments to low-income households with children who are dependents. This is so household members can get schooling past high school.

### GENERAL ASSISTANCE (GA) PROGRAM

The GA program gives cash payments to disabled adults. It also gives payments to some children who do not qualify for other programs with cash payments.

### WHO CAN GET GA?

NM residents may get GA benefits if they:

- are adults who are disabled, or
- are children under 18 who do not live with a close relative.