
General Information Memorandum

ISD-GI 13-22

TO: ISD Employees
FROM:  Ted Roth, Director, Income Support Division
RE: SNAP Replacement Benefits-Amended-
DATE: April 9, 2013

(This AMENDED GI is to update and correct GI-12-75 dated October 9, 2012.)

Effective Immediately-See Amendment Below

SNAP benefits may be replaced under certain circumstances outlined in 8.139.610.14 NMAC. Upon receipt of a request for replacement benefits, please ensure the following:

HOUSEHOLDS may request replacement benefits if they:

- * Meet requirements of household misfortune or natural disaster.
- * Report within ten calendar days of destruction (written or oral).
- * Signed affidavit attesting to the loss of the household's SNAP benefits (FORM ISD 446). (Ineligible if the food is lost, stolen, or misplaced after receipt).

The DEPARTMENT shall:

- * Issue replacement SNAP benefits within ten days after the report or two working days of the signed affidavit, whichever is later.
 - * If the ten day deadline falls on a weekend or holiday, the deadline is the day after the weekend or holiday.
 - * The affidavit is retained in case record and there is no limit on SNAP replacement benefits, as long as requirements are met.
 - * Verification is obtained through collateral contacts, community agency documentation (e.g. fire department or Red Cross), home visit, or FNS issued disaster declaration.
 - * Replacement SNAP benefits are not to exceed one month's SNAP benefit amount.
 - * Household must be informed of its right to a fair hearing to contest denial of replacement benefits. Replacements will not be authorized during the appeal process.
- 8.139.610.14 NMAC

AMENDED

Once obtained, the affidavit along with the appropriate documentation must be forwarded to the ISD2 Help Desk for replacement of benefits. Please mail the original to the ISD2 Help Desk address indicated below:

NMHS
Income Support Division-ISD2 Help Desk
P.O. Box 2348
Santa Fe, NM 87504-2348

To expedite the replacement of benefits, you may fax the affidavit and the documentation, however, please ensure the original is mailed to the ISD2 Help Desk, simultaneously. The ISD2 Help Desk fax number is (505) 827-7203 or you may scan a copy of the affidavit to HSD-ISD2HD@state.nm.us.

Attached is the Form -Affidavit of Non-Receipt or Destruction of Coupons (SD446).

If you have any questions contact Diane Rivera at 505-827-7228, diane.rivera@state.nm.us or Vida Tapia-Sanchez at 505-827-7219, vida.tapia-sanchez@state.nm.us.

RESCINDED