

B Appeals - Request Time Limits

[REVISION 45](#)
(01/01/17 -12/31/17)

From the date the eligibility determination notice is mailed, the appellant has the following timeframes to request a hearing:

- CA – 30 calendar days
- NA – 90 calendar days

EXCEPTION

When the 30th or 90th day falls on a weekend or holiday, consider hearing requests received the first workday following the weekend or holiday as timely.

NOTE The notice may have been sent by FAA or the Office of Accounts Receivable and Collections (OARC). When the hearing request involves an overpayment, see [OARC Hearing Request Procedures](#).

Do not refuse any request for filing an appeal received after the deadline. A good cause determination regarding timeliness will be held by the appropriate appeal jurisdiction.

CA EXCEPTION

Appeal hearing request time frames do not apply to Pascua Yaqui or Hopi Tribal TANF determinations. When a participant requests an appeal for a Tribal TANF Program, follow the procedures outlined below:

- [Appeal Hearings - Pascua Yaqui Tribal TANF](#)
- [Appeal Hearings - Hopi Tribal TANF](#)

The date of the hearing request is determined by how the request was submitted. When the appeal hearing request is submitted:

- In person or on the telephone, the appeal hearing request date is the date the request is received by FAA.
- Through HEAplus by the customer, the appeal hearing request date is the date that the customer submits the request in HEAplus.
- By email, the appeal hearing request date is the date that the email was sent by the customer.

- Through the mail, the appeal hearing request date is one of following:
Postmark or postage meter mark on the envelope.
Date the customer signed the request when the postmark is illegible.
Date received by FAA when the postmark is illegible and there is no date written on the request.
- By fax, the appeal hearing request date is one of following:
Fax date at the top of the fax.
Date the customer signed the request when the fax date is incorrect or missing.
Date received by FAA when the fax date is incorrect or missing and there is no date written on the request.

NOTE Fax machines and fax servers must be checked before the close of business each workday. Fax dates that are prior to the previous workday must be considered incorrect