



Department of
Job and Family Services

State Hearings



What Medicaid Consumers Need
to Know about State Hearings

What is a state hearing?

If you think there has been a mistake or delay on your case, you may want to ask for a state hearing. A state hearing is a meeting with you, someone from the agency that made the decision you are appealing, and a hearing officer from the Ohio Department of Job and Family Services (ODJFS).

When should I request a hearing?

You may request a hearing when you believe:

- Your Medicaid services or benefits were reduced or terminated in error.
- You were incorrectly denied Medicaid assistance or services.
- Your Medicaid application or request has not been acted on in a timely manner.

How do I request a hearing?

If you get a letter about changes to your benefits, a form to request a hearing will be attached. Fill out that form and return it to State Hearings within 90 days.

There are three ways to request a hearing:

1. Send your request to:
ODJFS Bureau of State Hearings
P.O. Box 182825
Columbus, Ohio 43272-5376
2. Fax your request to: 614-728-9574
3. Call State Hearings:
1-866-635-3748 (voice)
614-728-2985 (TTY)

How will I be notified of the hearing date and location?

A notice of the date, time and location of the hearing will be mailed to you at least 10 days before the hearing.

Will I continue to receive benefits?

If ODJFS receives your hearing request within 15 days of the change in benefits, your benefits will remain the same until the hearing decision is made.

If your benefits or services have changed without written notice, or the change was made even though you requested a hearing, you can call: 1-866-ODJFS-4U (1-866-635-3748).

What will happen at the hearing?

- A hearing officer will interview you and the agency representative. You may have a representative at the hearing. You may also bring witnesses, friends, relatives or your lawyer to help you present your information. You and your representative may look at the evidence the agency is using to support its decision. You may also present evidence to show why you believe the decision is wrong.
- The hearing officer will review the facts and decide if the rules were followed in your case.
- The decision will be mailed to you within a few weeks.
- If you disagree with the decision, you can request an administrative appeal.

The hearing will be tape-recorded so the facts are taken down correctly. You can request a free copy of the tape after the hearing decision is issued.

What will happen after the hearing?

After the hearing, you will get the hearing decision in the mail. The decision will list all the facts and testimony from the hearing and the hearing officer's recommendations for the agency.

If you disagree with the hearing officer's decision, you may request an administrative appeal. A request for an administrative appeal must be in writing and received within 15 calendar days of the hearing decision.

Another Option

A county conference is an informal meeting with a person from the local agency to settle an issue without the need for a state hearing.

Often, this is the quickest way to solve a problem. At this meeting, your case is reviewed with you. If a mistake was made, it can be corrected without a state hearing. Ask your caseworker for a county conference if you believe a mistake occurred. A county conference will not delay a state hearing.

For more information and answers to your questions, please call:

Medicaid Consumer Hotline:

1-800-324-8680 (voice)

1-800-292-3572 (TTY)

Legal Aid Society:

1-800-589-5888

John R. Kasich, Governor
Michael B. Colbert, Director

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This information is not intended to replace, change or obsolete any portion of the Medicaid Eligibility Manual (MEM) or department rule.