

## WHAT IS A SNAP APPEAL?

If there is a mistake on your SNAP (food stamps) case, filing an appeal can protect your rights and fix the mistake. Some mistakes might be:

- Wrongfully denied SNAP
- Did not get benefits or received a lower amount
- Terminated from SNAP
- Told to pay back SNAP benefits

The Department of Human Services (DHS) must send a notice to explain their decision and how to file an appeal. An appeal must be filed within 90 days of receiving the notice.

## HOW DO I FILE AN APPEAL?

**Online:** [OneDHS.tn.gov](https://OneDHS.tn.gov)

**E-mail:** [AppealsClerksOffice.DHS@tn.gov](mailto:AppealsClerksOffice.DHS@tn.gov)

**Phone/Fax:** (866) 787-8209/(615) 248-7013

**Mail:** James K. Polk Building  
505 Deaderick Street, 1st Floor  
ATTN: Clerk's Office  
P.O. Box 198996  
Nashville, TN 37219-8996

## WHAT HAPPENS AT THE HEARING?

Hearings are by phone (most common), or in-person. On the day of the phone hearing, the DHS hearing officer and attorney will call you, and anyone that you asked to join. If you have an attorney, they will call your them. Tips for the hearing:

- Answer the phone when they call. If you miss the call, you may lose the hearing.
- Be respectful to everyone and address the hearing officer as "your honor".
- Listen carefully and ask questions if you don't understand. The hearing officer should help you understand what comes next.

**You can also send any documents or proof to show why you should win.**

## WHAT HAPPENS AFTER I FILE MY APPEAL?

DHS sends a hearing notice, and phone numbers for Legal Aid Services – these are law firms that provide free legal services and might be able to help. Track the status of your appeal at <https://tinyurl.com/5n6ka556>.

## WHAT HAPPENS AFTER MY HEARING?

A document with the DHS's decision will arrive in the mail within 90 days. If you disagree with the initial order, you can appeal the decision within 15 days. The initial order will tell you how to do appeal.

**WATCH OUR  
APPEAL VIDEO**



## NEED HELP?

Call Tennessee Justice Center at 877-608-1009  
or visit [www.tnjustice.org](http://www.tnjustice.org)