



North Carolina Department of Health and Human Services Division of Social Services

325 North Salisbury Street
2420 Mail Service Center • Raleigh, North Carolina 27699-2420
Courier # 56-20-25

Beverly Eaves Perdue, Governor
Lanier M. Cansler, Secretary

Sherry S. Bradsher, Director
(919) 733-3055

November 28, 2011

**Re: Notification of February 2012
Social Security/Supplemental Security
Income (SSI) Cost-of-Living
Adjustment (COLA) Mass Change**

Dear County Director of Social Services:

Attention: Food and Nutrition Services Supervisors

Food and Nutrition Services recipients will receive notification in January 2012 of the upcoming Social Security (SSA)/Supplemental Security Income (SSI) Cost-of-Living Adjustment (COLA) mass change that is effective February 1, 2012. This change will increase the Social Security (SSA) and Supplemental Security Income (SSI) benefits by 3.6% effective January 1, 2012. The Medicare Part B premium will increase to \$99.90. Laser-printed notices will be mailed to Food and Nutrition Services recipients affected by this change during the month of January 2012.

On the night of January 31, 2012, the Food Stamp Information System (FSIS) will automatically update Food and Nutrition Services benefits effective February 2012 to reflect these changes. **Do not enter increased payments into FSIS prior to February 1, 2012.** A DSS Administrative Letter will be issued with further instructions.

If you have any questions, contact your Food and Nutrition Services & Energy Programs Regional Support Team.

Sincerely,

A handwritten signature in cursive script that reads "Dean Simpson".

Dean Simpson, Chief
Economic and Family Services

DS/tb

Attachment

EFS-FNSEP-30-2011

(Front of Notice)

NOTICE TO FOOD AND NUTRITION SERVICES RECIPIENTS

The 2012 Social Security (SSA) and Supplemental Security Income (SSI) payments increased 3.6%. The Medicare Part B premium increased to \$99.90. **This may affect your Food and Nutrition Services benefits effective FEBRUARY 2012.**

YOU DO NOT HAVE TO REPORT THESE CHANGES TO YOUR CASEWORKER.

This change may cause a change in the amount of your Food and Nutrition Services benefits. We will not know if, or how much this change will affect your benefits until February. **To find out what your FEBRUARY balance is, login through your web browser at www.ebtedge.com or call Customer Service at 1-888-622-7328 on the day you normally receive benefits.** If you have any other questions about these changes, contact your local Food and Nutrition Services office at the local Department of Social Services.

You have the right to request a fair hearing if you do not believe your benefits were determined correctly when these changes were made.

HOW TO GET A HEARING

You have the right to a fair hearing of your case if you do not agree with our decision. You can request a fair hearing by letting your local Food and Nutrition Services office or county department of social services know of your request. You may request the hearing in person, by telephone, or in writing. The hearing may be requested by any member of your Food and Nutrition Services unit or by your representative, including an attorney obtained at your own expense. Free legal advice may be available. Contact your nearest Legal Services Office. For more information, you may call the DHHS Customer Service Center at 1-800-662-7030.

You have 90 calendar days from the date this notice was mailed to ask for a hearing. Unless you ask for a hearing by this date, you cannot have one.

(Back of Notice)

AVISO A LOS BENEFICIARIOS DEL PROGRAMA DE ALIMENTOS Y SERVICIOS DE NUTRICIÓN

Los pagos de Seguridad Social (Social Security) y de Ingreso Suplementario del Seguro Social (Social Security Income) aumentaran un 3.6% en el 2012. El premium del Medicare Parte B, aumentó a \$99.90. **Esto podría afectar sus beneficios del Programa de Alimentos y Servicios de Nutrición, a partir de FEBRERO del 2012.**

USTED NO TIENE QUE NOTIFICAR ESTOS CAMBIOS A SU TRABAJADOR DEL CASO.

Este cambio pueden afectar sus *Beneficios de Alimentos y Servicios de Nutrición*. Aun no sabremos si este cambio afectará la cantidad de sus beneficios y solo podremos saberlo hasta el mes de febrero. **Para saber su balance en el mes de FEBRERO, verifíquelo en: www.ebtedge.com o llame al Centro de Servicios al Cliente al 1-888-622-7328 en el día en que usted normalmente recibe sus beneficios.** Si usted tiene preguntas sobre estos cambios, comuníquese con su oficina de *Alimentos y Servicios de Nutrición* en el *Departamento de Servicios Sociales* local.

Usted tiene derecho a solicitar una *Audiencia Justa* si usted cree que sus beneficios fueron determinados incorrectamente cuando estos cambios fueron realizados.

CÓMO SOLICITAR UNA AUDIENCIA

Usted tiene derecho a una *Audiencia Justa* si no está de acuerdo con nuestra decisión. Puede solicitar una *Audiencia Justa* dejándolo saber en la oficina local de *Alimentos y Servicios de Nutrición* o el *Departamento de Servicios Sociales* de su condado. Puede solicitar la audiencia en persona, por el teléfono, o por escrito. La audiencia se puede solicitar por cualquier miembro de su familia o por su representante, incluyendo un abogado obtenido en su propio costo. Asesoramiento legal gratuito puede estar disponible. Póngase en contacto con su oficina más cercana de *Ayuda Legal*. Para más información, usted puede llamar el *Centro de Servicio de Cliente del DHHS* en 1-800-662-7030.

Usted tiene 90 días de calendario a partir de la fecha que este aviso fue enviado para pedir una audiencia. Si no solicita la audiencia en el término de 90 días perderá su derecho a la misma.