



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

### North Carolina Department of Health and Human Services

Beverly Eaves Perdue, Governor  
Albert A. Delia, Acting Secretary

Sherry S. Bradsher, Director

Economic and Family Services  
2420 Mail Service Center  
Raleigh, NC 27699-2420  
(919) 527-6300

December 6, 2012

**Re: Notification of February 2013  
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 2013 of the upcoming Social Security (SSA)/Supplemental Security Income (SSI) Cost-of-Living Adjustment (COLA) mass change that is effective February 1, 2013. This change will increase the Social Security (SSA) and Supplemental Security Income (SSI) benefits by 1.7% effective January 1, 2013. The Medicare Part B premium will increase to \$104.90. Laser-printed notices will be mailed to Food and Nutrition Services recipients affected by this change during the month of January 2013.

NC FAST and the Food Stamp Information System (FSIS) will automatically update Food and Nutrition Services benefits effective February 2013 to reflect these changes. **Do not enter increased payments into FSIS and NC FAST prior to February 1, 2013.** 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-32-2012**

(Front of Notice)

## **NOTICE TO FOOD AND NUTRITION SERVICES RECIPIENTS**

The 2013 Social Security (SSA) and Supplemental Security Income (SSI) payments increased 1.7%. The Medicare Part B premium increased to \$104.90. **This may affect your Food and Nutrition Services benefits effective FEBRUARY 2013.**

### **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](http://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 North Carolina Food and Nutrition Services EBT Customer Service Center at 1-866-719-0141.

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 1.7% en el 2013. El premium del Medicare Parte B, aumentó a \$104.90. **Esto podría afectar sus beneficios del Programa de Alimentos y Servicios de Nutrición, a partir de FEBRERO del 2013.**

**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](http://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. Para más información, llame al Centro de Servicio al Cliente EBT del Programa de Servicios de Alimentos y Nutrición de Carolina del Norte al 1-866-719-0141.

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.