



Arkansas Dept. of Human Services



Pine Bluff Scanning Center
P.O. Box 8848
Pine Bluff AR 71611-8848

1,174

Joe W. Pettis
511 1ST ST
DES ARC AR 72040

Date of Notice: 09/16/2023
Client ID: 5000922876
Case Number: 1003575576

Notice of Action

Dear Joe W. Pettis,

You are getting this letter because we received a change, and a decision has been made about your eligibility.

Please read the whole notice to understand all important information about your case.

- Each part will explain the status of your case and your household members' eligibility.
- The parts called "What do you need to do?" give the next steps for your case.
- You can also check your benefits at www.access.arkansas.gov

If you need help understanding this notice, please call 1 (855) 372-1084.



SNAP

This notice tells you about decisions we made about your household's eligibility for the Supplemental Nutrition Assistance Program (SNAP).

Changed or Continued Benefit

We were given information that caused us to review your SNAP benefits. After our review, we have decided that your SNAP benefits must change.

You have the right to ask for a fair hearing if you do not agree with this decision. You can find information on how to ask for an appeal hearing on the attached "Client Appeal Hearing Rights" sheet.

You will get the benefit amount listed below:

What month is the change effective?	Previous Amount	New Amount	Why Changed
Ongoing (10/01/2023 - 08/31/2026)	\$64.00	\$76.00	There is a mass change to the Income Limits. Our policy supporting this action is SNAP 11200.

What do you need to do?

- Please use your electronic debit (EBT) card to access your benefits.
- If you have never had an Arkansas EBT card, one will be sent to you.
- If you have lost an EBT card, please contact 1 (800) 997-9999.
- Please refer to the "Notification of Work Registration and Requirement to Work" for additional information regarding your participation.

Your SNAP Certification Period

Your SNAP certification period is the length of time that you can get SNAP benefits. You will get SNAP benefits once a month during your SNAP certification period. Your SNAP certification period ends on 08/31/2026. You will need to complete a renewal form before the end of your certification period to keep getting benefits.

Who will get SNAP?

When?	Who?	
Ongoing (10/01/2023 - 08/31/2026)	Joe W. Pettis	Client Id: 5000922876

How will I get my benefits?

The Arkansas Department of Human Services (DHS) uses an electronic benefits transfer (EBT) card that works like a debit card. If you have never had an EBT card, DHS will mail one to your address after we approve your application. You should get your EBT card within seven days of approval. If you do not get your card after seven days, call the Customer Service Center at 1 (855) 372-1084. You can ask to pick up your card at a local county office. Your benefits will automatically load to your card each month.

To activate your EBT card or to order a replacement card, call EBT Customer Service at 1 (800) 997-9999, **24 hours a day, seven days a week**. If you have an EBT card and order a new one, you will not be able to use your benefits until you activate the new card. You will need to call 1 (800) 997-9999 to get a new Personal Identification Number (PIN). Your old card will be deactivated and will not work.

When should I report a change?

Occasional Reporting

Your household must report any changes within 10 days of the date of the change. This is what we refer to as an "occasional reporter." For example, if the change happened on January 11, 2020, you must tell us about the change by January 21, 2020.

Things you must report:

- Change in where you live or your address
- Changes in the people in your household. This includes a baby being born or someone moving in or out of your home.
- Changes in things you own. This includes buying a different car or trading one car for another car.
- Changes in the money you get. This includes new income from any source or income that you no longer get.
- Changes of more than \$50, both an increase or decrease, in the household's gross monthly income (monthly income before taxes).

How can you send the needed information?

You can send us the information we asked for in one of the following ways:

- **Online:** - You can send your information quickly and easily by uploading it directly to your Access Arkansas account. Follow these steps:

1. Go to access.arkansas.gov.
2. You will see a system upgrade screen. You will need to give us your name, date of birth, and county you live in. You can give us your Social Security number, but it is not required.
3. Answer the Voter Registration question with "Yes" or "No."
4. On the main Access Arkansas screen, please choose "Health Care" button to apply for Health Care, choose "SNAP" button to apply for SNAP, or choose "TEA" button to apply for TEA. You may apply for more than one program if needed.
5. If you have created an account, you will be able to log in to update your settings and information, see letters and forms, upload documents, and more.
6. If you need help, you can click on the Help Button® at the top of the screen for step-by-step instructions.

Having an Access Arkansas account puts your case information at your fingertips. Get started with your Access Arkansas account today to do more online!

- **Fax:** You can send your needed information to:
 - SNAP and TEA (870) 534-3421
- **In Person:** You may take your needed information to your local county office:

663 Market Street
DeValls Bluff, AR, 72041

How can you update your contact information?

Update your contact information if it has changed. Visit ar.gov/update to learn more.

Who can help if you have questions?

Visit our website at <http://www.humanservices.arkansas.gov>, call the DHS Helpline at 1 (855) 372-1084, or call your local county office at (870) 998-2581.



Where can you get this letter in a different format?

- Este aviso contiene datos sobre las prestaciones de usted.
Si necesita la traducción en español, favor llame al 1 (855) 372-1084.
- Kojela in ebed aoleb melele kin jiban ko Nan kwe.
Elane kwoj aikuij jiban ikijen ukok Nan kajin Majol, joij im kurtok 1 (855) 372-1084.
- To get this notice in a format that is accessible for an individual with a disability, call 1 (855) 372-1084.

What if you do not agree with the decision?

- You have the right to request an appeal hearing.
- You can find information on how to request an appeal hearing on the attached "Client Appeal Hearing Rights" sheet.