



Families

Employment and
Income Assistance

FORMS LETTER TESTING (WC)
102-975 HENDERSON HWY
WINNIPEG MB R2K 2M2

JAN 03 19

CASE: 55182

DEAR: FORMS LETTER TESTING

This letter has been sent to tell you that the approval period for your medical supply order (e.g. incontinence products, catheters, tube feeding supplies, etc.) that has been provided by the Employment and Income Assistance (EIA) Program will expire on AUGUST 2018.

In order to review your ongoing need for these supplies, the Disability and Health Supports Unit (DHSU) needs you to do one of the following regarding your medical supplies order:

1. Please contact the DHSU if you still need your medical supplies and there has been no change to your health condition or supply order. You may contact the DHSU by e-mail at our website www.gov.mb.ca/fs/dhsu or by telephone at 204-945-2197/ toll free 1-877-587-6224. Please be sure to include your name and EIA case number in your response.
2. Your health situation has changed and you no longer need your medical supplies. Please contact the DHSU at the above telephone numbers as soon as possible. Please be sure to include your name and EIA case number in your response.
3. Your situation has changed and you need new or more medical supplies. Your health care professional will need to complete a new Medical Supply Request and Justification form that identifies the type and amount of medical supplies you now require. This form is available on the DHSU website. Your health care professional can also access this form on Health's Electronic Medical Records (EMR) system.

Please send the updated Medical Supply Request and Justification form and any supporting documents to the DHSU at:

Disability and Health Supports Unit
Provincial Services
102-114 Garry St
Winnipeg MB R3C 1G1
Fax: 204-945-1436

The back of this letter has information about your rights and responsibilities while receiving EIA benefits, including your right to appeal.

Thank You

What You Need to Know About Employment and Income Assistance

Your Benefits

Employment and Income Assistance can help cover the cost of your household's essential needs. You may be able to get help for food, clothing and health needs that are not provided by other programs. We can also help with your shelter and utility costs.

Your Responsibilities

You must tell your worker right away about any changes to your situation to make sure you receive all of your benefits. This includes changes to who lives in your household, if you move, or if you have income or assets (such as earnings, Employment Insurance benefits, pensions, and child maintenance). You need to try to get any other financial supports available to you and meet the goals in your action plan. You must also repay any overpayments.

Your Right to Fair Treatment

If you feel that you have not been treated fairly, please talk to your worker about your concerns. Most problems can be solved this way. If you still have concerns, you may speak to a supervisor. If you still feel that you have not been treated fairly, you can contact the Fair Practices Office for help at 204-945-1047 (toll free 1-800-282-8069 ext. 1047 or see manitoba.ca/fs/fpo/index.html).

Your Right to Appeal

You also have the right to appeal some decisions about your income assistance to the independent Social Services Appeal Board. You can file an appeal if:

- you were not allowed to apply for benefits or your application was denied;
- you do not agree with a benefit amount or changes to your benefits; or
- you think it is taking too long to make a decision about your benefits.

You have 30 days to file your appeal. To find out how to file an appeal, you can contact the Social Services Appeal Board at:

Social Services Appeal Board
7th Floor – 175 Hargrave Street
Winnipeg, Manitoba R3C 3R8
Phone: (204)945-3003 Toll-free 1-800-282-8069
Website: manitoba.ca/fs/ssab/index.html

We can help you find employment, training programs or other supports you may need. Everyone's situation is different. Together we can create an action plan that is right for you. Please visit manitoba.ca/fs/eia/index.html or contact your worker to see how Employment and Income Assistance can help.