

## Filing a Benefits & Services Appeal

The Appeals & Fair Hearings Unit (AFH) of the Virginia Department of Social Services handles appeals for the following programs:

- SNAP (Food Stamps)
- TANF
- Energy Assistance
- PIPP (Percentage of Income Payment Program)
- Child Day Care
- Adoption Subsidy
- Foster Care
- General Relief
- Auxiliary Grants
- Refugee Programs

There are several methods of filing an appeal with the AFH Unit:

1. Mail: Manager, Appeals and Fair Hearings Unit  
Virginia Department of Social Services  
801 East Main Street  
Richmond, Virginia 23219
2. CommonHelp: <https://commonhelp.virginia.gov/>
3. Hotline: (800) 552-7096 or (804) 664-0612
4. Fax: (804) 726-7656
5. Email: [appeals@dss.virginia.gov](mailto:appeals@dss.virginia.gov)

You do **not** need to submit your appeal request on a specific form.

**You MUST provide the following information in order to prevent a delay in processing your appeal:**

1. Your name and address;
2. Case number, client number or other self-identifying information;
3. WHAT you are appealing (Program and what the local agency did or did not do to your case);
4. WHY you are appealing (Why you disagree with what was done to your case);
5. Which local agency took the action you are appealing; and
6. If you would like your benefits continued during the appeal process.  
*(Please be aware that we are only able to continue your benefits if they were affected during your certification period and if you appealed within the applicable time frame.)*

Once an appeal is received, the case will be assigned to a Hearing Officer.

A Notice of Fair Hearing will be mailed to you by the AFH Unit ten days prior to your hearing date. It will give you instructions for participating in the hearing.

If you have any questions or would like to check on the status of your appeal, you may call us at (804) 664-0612 or email us at [appeals@dss.virginia.gov](mailto:appeals@dss.virginia.gov).

*Please note: Medicaid appeals are handled by the Department of Medical Assistance Services which is a separate agency.*